

Annex 3

List of LEG on Quality Recommendations

Recommendation no. 1: Each NSI should report product quality according to the ESS quality dimensions and sub-dimensions.

Recommendation no. 2: The measurability of each ESS quality dimension and sub-dimension should be improved.

Recommendation no. 3: Process measurements are vital for all improvement work. A handbook on the identification of key process variables, their measurement, and measurement analysis should be developed.

Recommendation no. 4: All organisations in the ESS should adopt a systematic approach to quality improvement. ESS members should use the EFQM excellence model as a basis for their improvement work except for those already using a similar model.

Recommendation no.5: NSIs should strive to improve their relationships with data suppliers, and research should be conducted on how data suppliers perceive their task. A special emphasis should be placed on issues that involve a decrease of the respondent burden and enhance suppliers' awareness of the role of statistics in society.

Recommendation no. 6: ESS members should develop service level agreements for their main programmes.

Recommendation no. 7: A development project regarding the design, implementation and analysis of customer satisfaction surveys should be initiated.

Recommendation no. 8: Each ESS member should provide a report regarding the present status of its user – producer dialogue including descriptions of any user involvement in the planning process. Good practices in promoting user awareness of quality problems should be collected and made available to ESS members.

Recommendation no. 9: An in-depth analysis of the most important ESS strengths and weaknesses should be conducted. An action programme should be developed based on the findings of this analysis.

Recommendation no. 10: NSIs should develop CBMs for their most common processes. A handbook for developing CBMs covering construction, dissemination, implementation and revision of CBMs should be developed. Existing and relevant CBMs should be collected and distributed in the ESS.

Recommendation no. 11: A set of recommended practices for statistics production should be developed. The work should start by developing recommended practices for a few areas followed by a test of their feasibility in the ESS.

Recommendation no. 12: ESS members should use the list of current good information management and dissemination practices compiled by the LEG and consider actions for internal use.

Recommendation no. 13: The user needs of the current ESS information system should be reviewed and Eurostat's current database expanded accordingly. Guidelines regarding the future management of the information system should be developed.

Recommendation no. 14: A biennial conference covering any methodological and quality-related topics of relevance to the ESS should be organised.

Recommendation no. 15: A generic checklist should be developed for a simple self-assessment programme for survey managers in the ESS.

Recommendation no. 16: The methods for auditing on different levels and for different purposes such as internal, external, one point in time, continuing or rolling, rapid, and more extensive (such as EFQM assessment) should be reviewed and recommendations should be provided to the ESS.

Recommendation no. 17: ESS members should study staff perception. One way to do this is to conduct staff perception surveys..

Recommendation no. 18: ESS members should analyse their documentation status in a report. The report should include an action plan with clear priorities for improvement and a timetable.

Recommendation no. 19: Each ESS member should make publicly available documents describing its mission statement, dissemination policy and quality policy.

Recommendation no. 20: All staff should be trained in quality work with different types of training programmes for different types of staff. Each ESS member should develop a training programme. Training on a European level should be enhanced.

Recommendation no. 21: A biennial quality award in official statistics should be established. The award could be given to a single improvement project team, for an innovative idea, to a well-performing ESS organisation or to a statistical programme team.

Recommendation no. 22: There is a need to establish a LEG Implementation Group that coordinates the activities generated by recommendations approved by the SPC.