

QUALITY POLICY

Quality Management System of the Statistical Office of the Republic of Serbia (SORS) relies on the Mission and Vision of the official statistics of the Republic of Serbia, as well as on the European Statistics Code of Practice – CoP and principles of Total Quality Management – TQM, which represent the common quality framework of the European Statistical System.

Activities towards quality improvement in the scope of a coherent and organized system will bring more efficiency in the production process and better quality of statistical products.

Development and implementation of an integral system of evaluation and quality measurement, quantitative and qualitative quality evaluation, self-assessment, internal and external assessment will allow having real view of the situation and determining achievable objectives and quality improvement.

Principles of SORS quality policy:

User orientation

Users' needs and requests vary over time; the environment is dynamic, needs for new data are constantly emerging, while some data are no more in demand. Additionally, the continuous necessity for international harmonization and structural changes related to globalization has direct impact on the statistical activity. There are also new technological solutions which, supported by theoretical, conceptual and methodological development, create a base to improve statistics quality, thus to meet users' requests and needs in a more efficient way.

To make the public see official statistics as independent and internationally comparable, SORS pays special attention to strengthening public confidence in official statistics through the development of data dissemination and communication with users. SORS is constantly engaged in improving data presentation which should provide the public with an impartial picture of the society we are living in.

SORS strives to meet as much as possible users' needs and requests as well as to ensure easy access to and clarity of statistical products and services. Consequently, users' habits, attitudes and needs are continuously surveyed and analysed in order to raise the quality of products and services in line with their satisfaction level.

Statistical products and processes quality

Providing high quality statistical products and processes is among the SORS main objectives. SORS strives to meet user needs, thus applies five dimensions of quality cited in the European Statistics Code of Practice and related to statistical products: relevance, accuracy and reliability, timeliness and punctuality, coherence and comparability, accessibility and clarity. Based on these quality dimensions SORS is working on installing a system for regular monitoring of product quality. Naturally, product quality comes from the

quality of statistical processes. The key activity, particularly in the phase of introducing the quality management system, is the identification of all the processes in the statistical production chain, detailed breakdown and description of the processes, sub-processes and activities therein. Statistical processes are the core of the production of statistical products. They should be conducted efficiently, rationally and with minimum resources. The required quality of results is obtained through constant monitoring and analysis of the processes.

Strengthening the cooperation with data providers

SORS gives special attention to activities on strengthening cooperation and reducing the burden on data providers, both by using more and more administrative sources as well as modern techniques of data collection that save time and reduce data providers' response costs. SORS works constantly on increasing data providers' motivation in the sense of timely delivery of quality data, applying appropriate measures of personal data protection, which is guaranteed by the Law of Official Statistics.

Staff professional development and satisfaction

Having in mind that staff competence, professionalism and motivation are important elements upon which the quality of statistical products and services depend, as well as that professionalism and motivation need time to be built and realized, SORS regards the employees as a key factor of success. SORS strives constantly to upgrade the professional development of existing staff through vocational training.