

ISO 9001: Supporting Statistical Systems

Prices Division, Office for National Statistics

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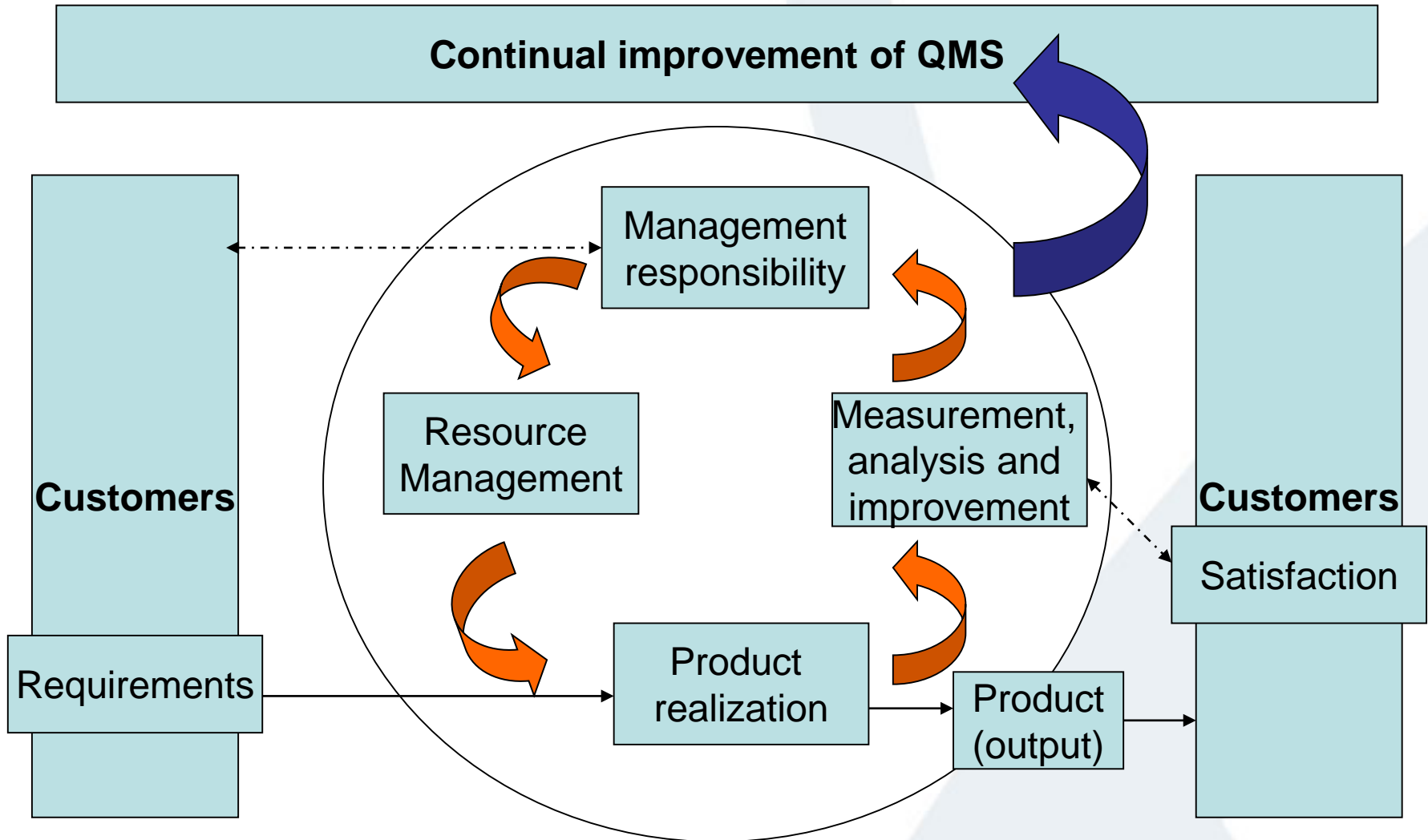
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1. Concept of Quality

What is ISO 9001?

- BS EN ISO 9001 – globally recognised
- Promotes process approach for Quality Management Systems
- Flexible – not one size fits all
- Aim – improved customer satisfaction
- Used by internal & external parties for assessment

Model of Process Based QMS



Why choose ISO 9001?

ISO 9001 specifies requirements for a QMS where:

- Need to demonstrate that organization can consistently provide products to meet customer and regulatory needs
- Aim to enhance customer satisfaction through continual improvement of the system

Framework: 8 Management Principles

- Customer Focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Factual approach to decision making
- Continual improvement
- Mutually beneficial supplier relationships

2. Quality Mgmt in Prices Division

2. QM in Prices Div: why does Prices Division need a QMS?

- policy that, once published, the UK's consumer price statistics are never revised places an extra burden on its production
- the birth of the Prices QMS was an error in UK domestic measure of inflation (RPI)
- QMS provides a formal system for ensuring the quality of our work

2. QM in Prices Div: overview of Prices

QMS

- Designed to meet International Standard: ISO 9001:2008
- Covers all monthly and annual production processes.
- Purchasing Power Parities survey is included in the QMS, but is not part of the ISO 9001 accreditation.
- Developed for Consumer Prices in late '90s, with formal certification since July 2000.

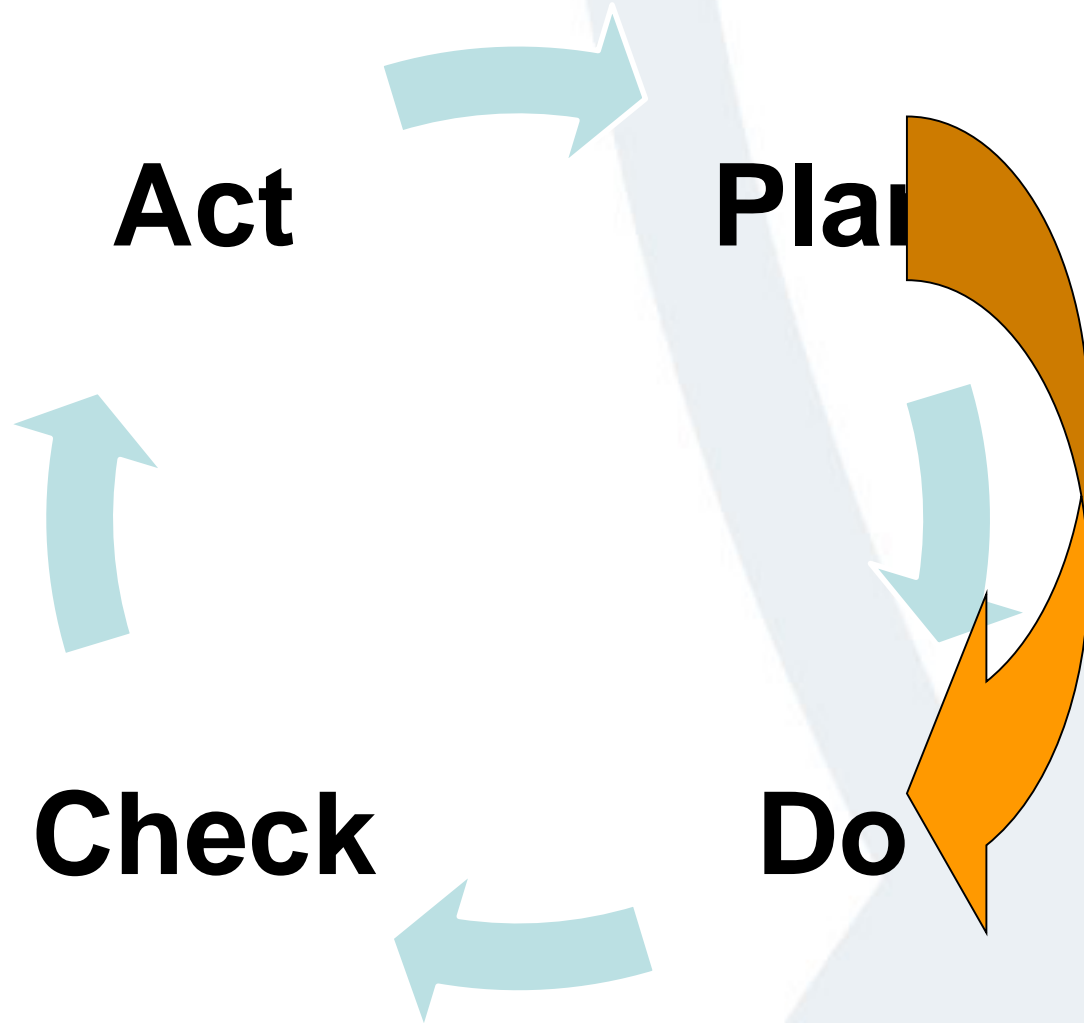
2. QM in Prices Div: why use ISO 9001:2008?

- Internationally recognised standard (BS EN ISO 9001:2008) - reinforces public credibility
- Flexible defined model for specifying and documenting procedures
- Auditing provides a structured check of our processes
- Management led / controlled system
- Regular reviews help to improve procedures

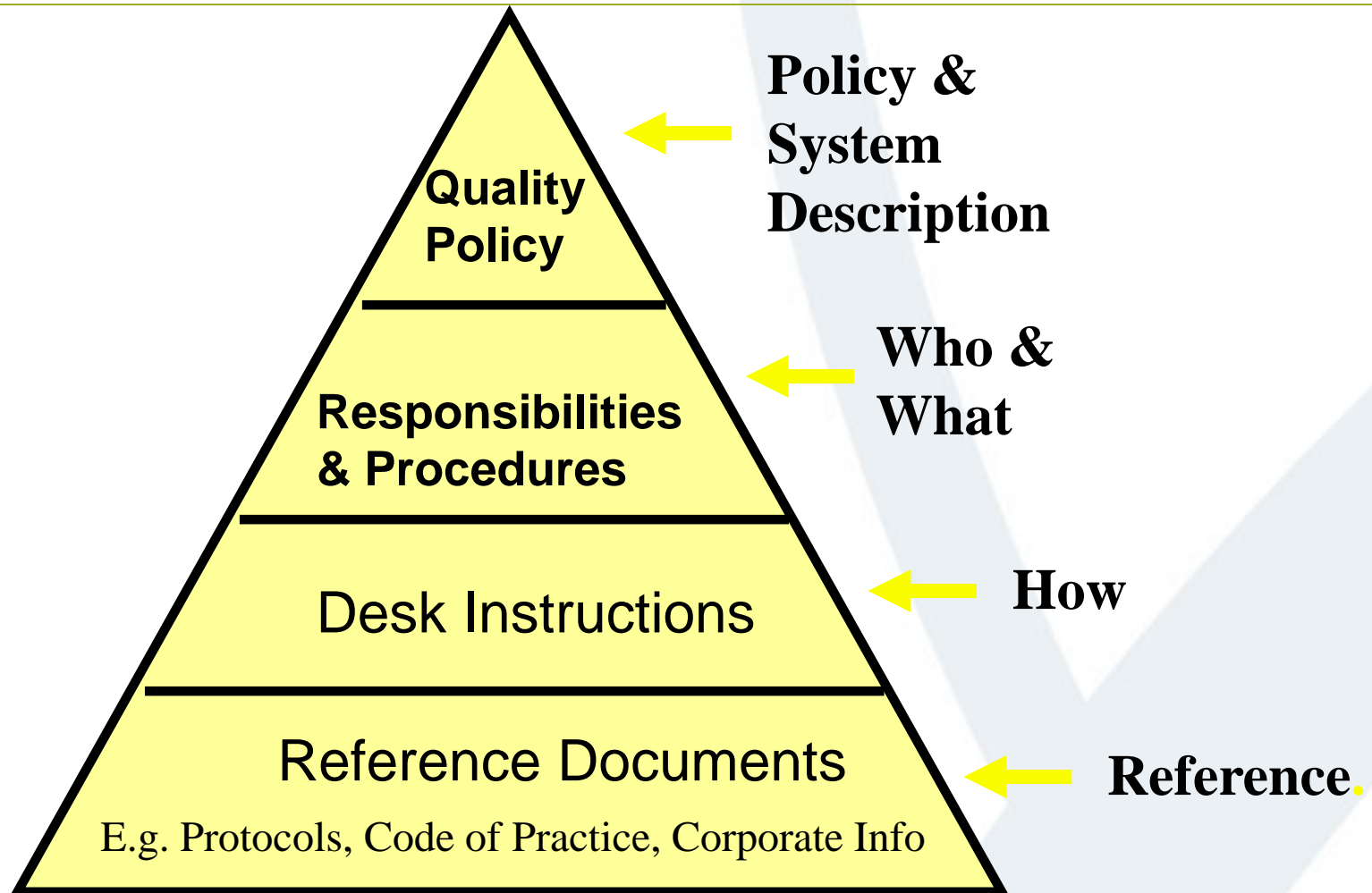
2. QM in Prices Div: key features of ISO 9001

- Flexibility - we decide what we do and how we do it
- Describes them in a standard format
- Prove we do it:
 - the way we say we do it
 - the same way every time
- Ensures regular system audits and reviews

2. QM in Prices Div: continuous improvement cycle



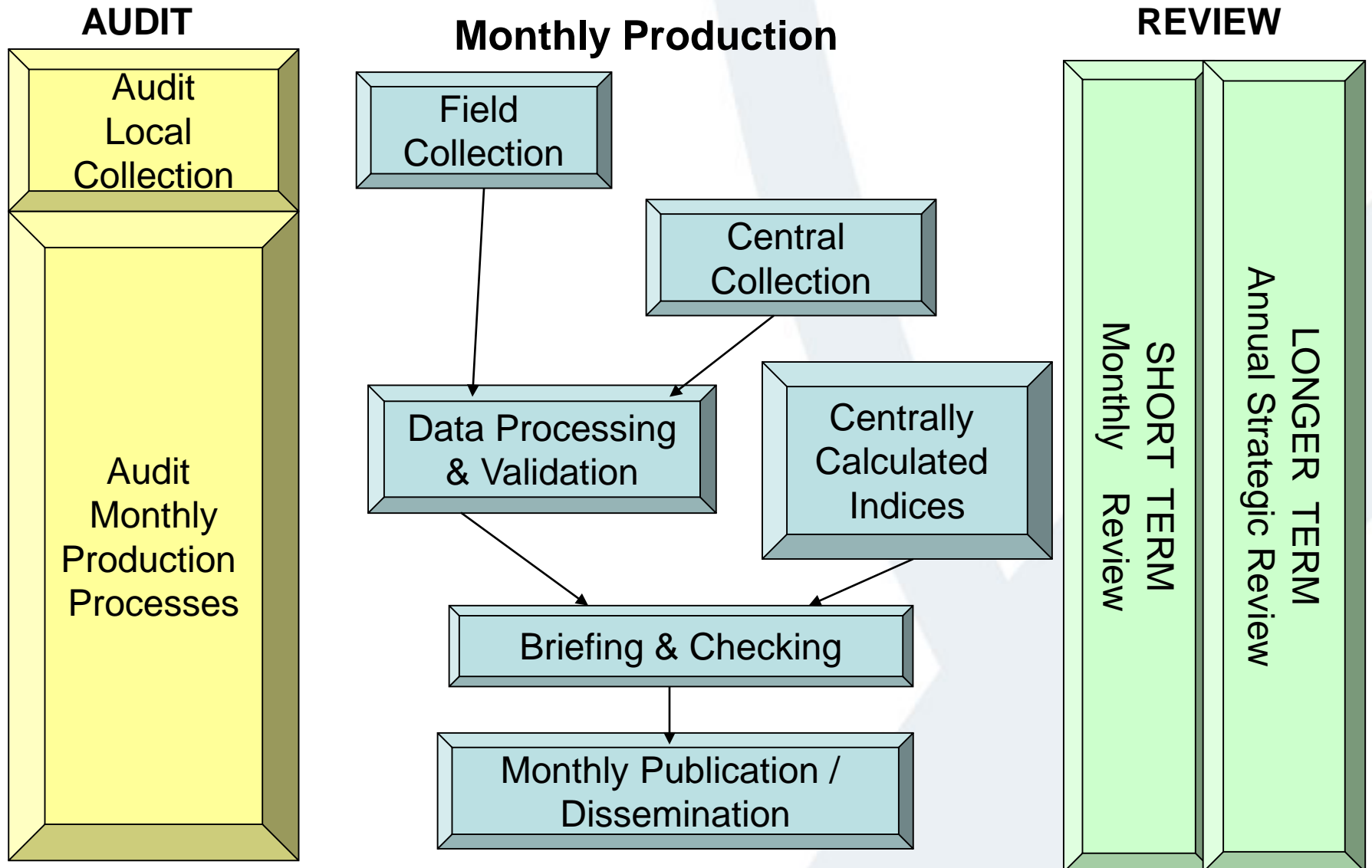
2. QM in Prices Div: Documentation structure



2. QM in Prices Div: benefits of good documentation

- Transparency of procedures
- Standardised approach to work
- Easier to cover for staff absences
- Training and induction of new staff easier
- Document control procedures ensure staff have latest documentation

Prices Collection: QMS Model



2. QM in Prices Div: Reviews

Short Term

- Monthly meeting – Production and Contract teams plus Quality Manager
- Discuss issues from month completed, and look ahead
- QM reports on Performance Measures, and any exception reports are discussed
- Field audit team monitor supplier (contractor) performance

2. QM in Prices Div: Reviews

Long Term

Formal QMS Annual Review – Director and Heads of Branch (unit) plus QM

- Discuss specific aspects – resource, Performance Measures, skills & learning etc.

Annual planning event – all staff

2. QM in Prices Div: people & quality:

- Monthly 'Quality Time' for training, development, discussion and debate.
- Corporate liP assessments regularly reviewed at local level and actioned.
- Annual Employee Engagement Survey (EES) – Division level analysis and action plan.

2. QM in Prices Div: People & Quality

- Induction Programme for all new joiners
- Skills Analysis and personal training plans
- Working with the ONS Performance Management System
- Quality Manager & Training Officer co-ordinate learning & development activities
- Prices Modular Training Programme
- Branch Planning Meetings (as required)
- Annual Divisional Planning & Review - planned by a focus group

3. Advantages / Disadvantages

3. Advantages & Disadvantages of Formal QMS

Benefits

- gives discipline in clarifying and specifying our procedures and documenting them fully
- enables better induction of staff, and better cover for staff absence
- more efficient monthly production and annual update exercises
- reduces the risk of mistakes and uncertainty (err, how do I do that again!)
- user confidence in quality of output

3. Advantages & Disadvantages of Formal QMS

Disadvantages

- resource intensive to set up, though less so in operation
- some people need convincing - reluctant to change
- perception - 'Quality' applies to the whole process not just the output

Summary

- Confidence in processes
- Reduced risk of error in outputs
- Improved customer perception
- Sharing of information
- Improved staff skills, job enrichment
- Ability to cope with change
-but there is a cost