EXPERIENCE IN DEVELOPMENT OF QUALITY MANAGEMENT STRATEGY

Irina Kostevich, First Deputy Chairman of the National Statistical Committee of the Republic of Belarus
2011 – FIRST STEPS

- Quality assessment methodology and questionnaire have been created. Pilot assessment has been conducted.

- Monitoring of the current burden upon respondents has taken place.

- Monitoring of the personnel satisfaction has been conducted.
WORKSHOP OF HIGH AND MIDDLE LEVEL

PROBLEM:
A UNIQUE TOOL RECEIVED, BUT THE TEAM DOESN'T UNDERSTAND THE GOALS AND OBJECTIVES

SOLUTION:
A CLEAR POLICY IS NEEDED
NEXT STEPS - September 2012

- POLICY of Belstat in the SPHERE OF QUALITY has been developed
- Special organisational unit has been created (3 persons)
- Regular workshop «Quality management – security of building of trust in statistics» has been held
«DO MORE AND BETTER»

- Growth of demand
- Reduction in force
- Budget insufficiency
- Reduction of the burden on respondent
SYSTEM OF QUALITY MANAGEMENT
– good indicator of future development steps
GOOD LUCK IN THE ACHIEVEMENT OF HIGH QUALITY and INTRODUCTION OF INNOVATIONS IN STATISTICS!

THANK YOU FOR YOUR ATTENTION!