

**Distr.  
GENERAL**

**CES/SEM.46/4  
21 May 2001**

**ENGLISH ONLY**

**STATISTICAL COMMISSION and ECONOMIC  
COMMISSION FOR EUROPE**

**COMMISSION OF THE EUROPEAN  
COMMUNITIES (EUROSTAT)**

**CONFERENCE OF EUROPEAN STATISTICIANS**

**Joint ECE/EUROSTAT Seminar**

**on Business Registers**

**(Geneva, 28-29 June 2001)**

**QUALITY MANAGEMENT**

Note by Statistics Netherlands \*

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\* Prepared by Mr. Harrie van der Ven, Statistics Netherlands.

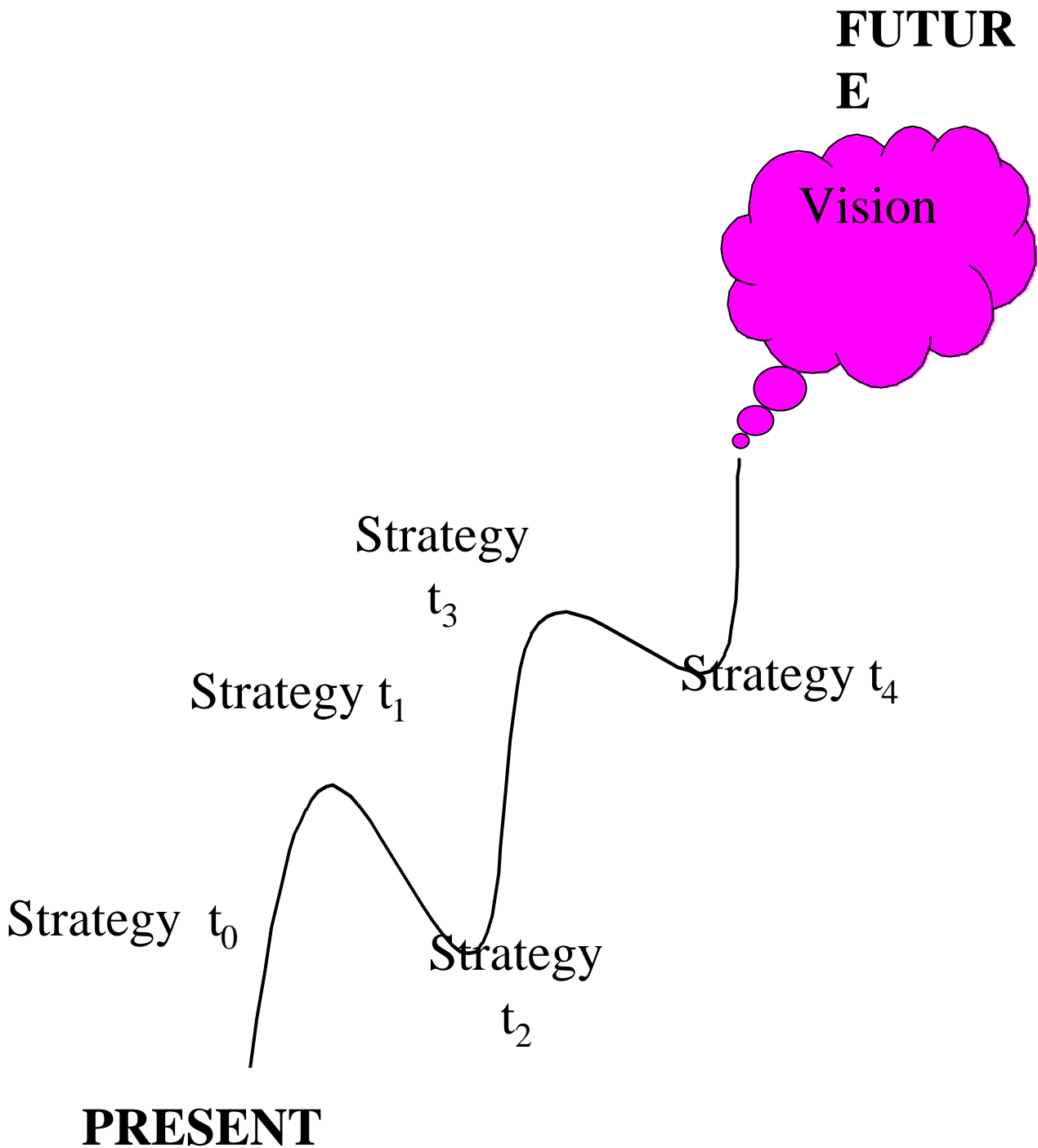
# Content

- Some considerations about quality management
- Practise in the environment of the Dutch business register

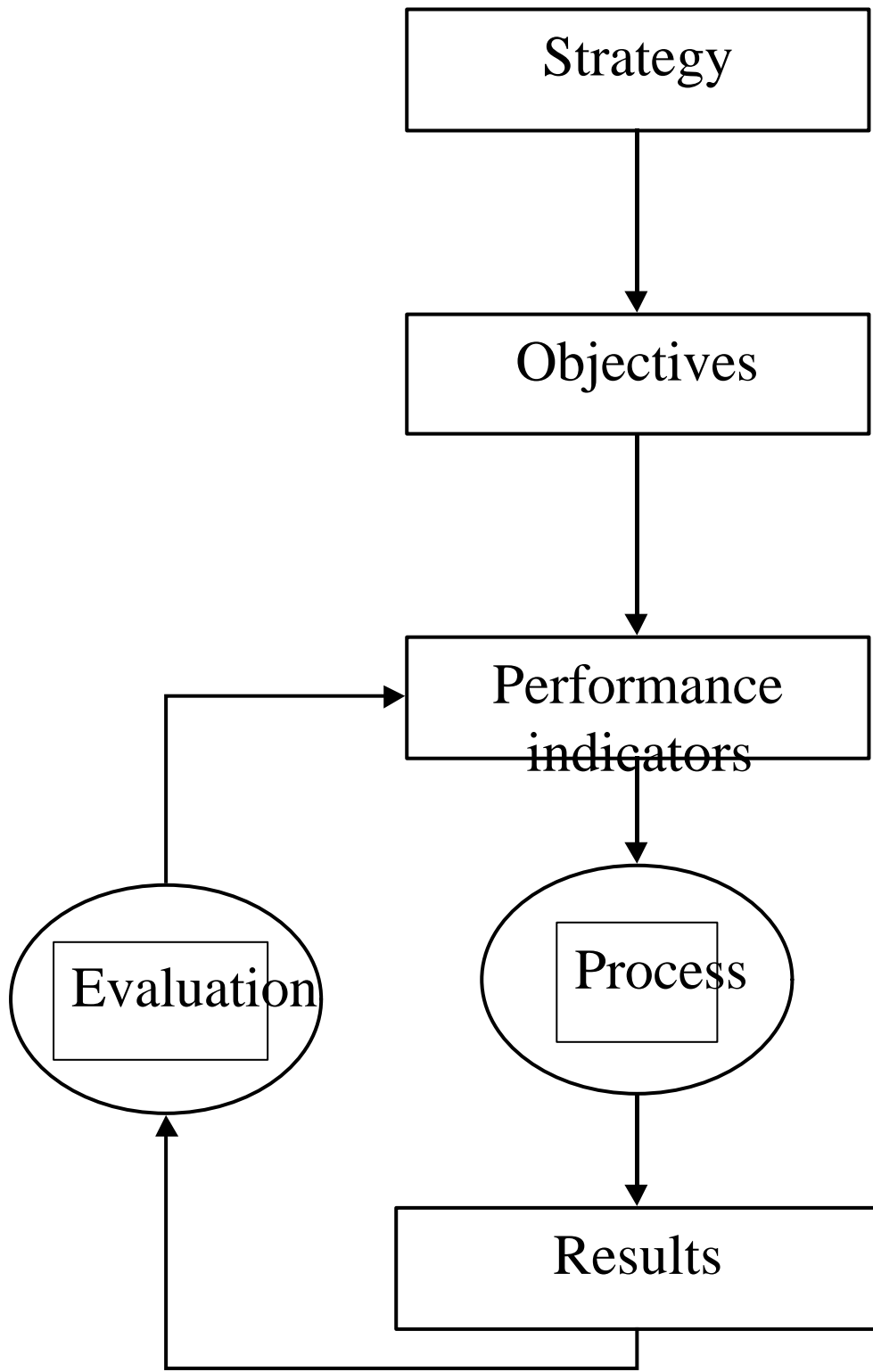
# Management of a business register

- Attitude
  - contribution to objectives on a higher level
  - be continuously aware of the environment
- Transparent communication
  - expectations
  - communicate about results

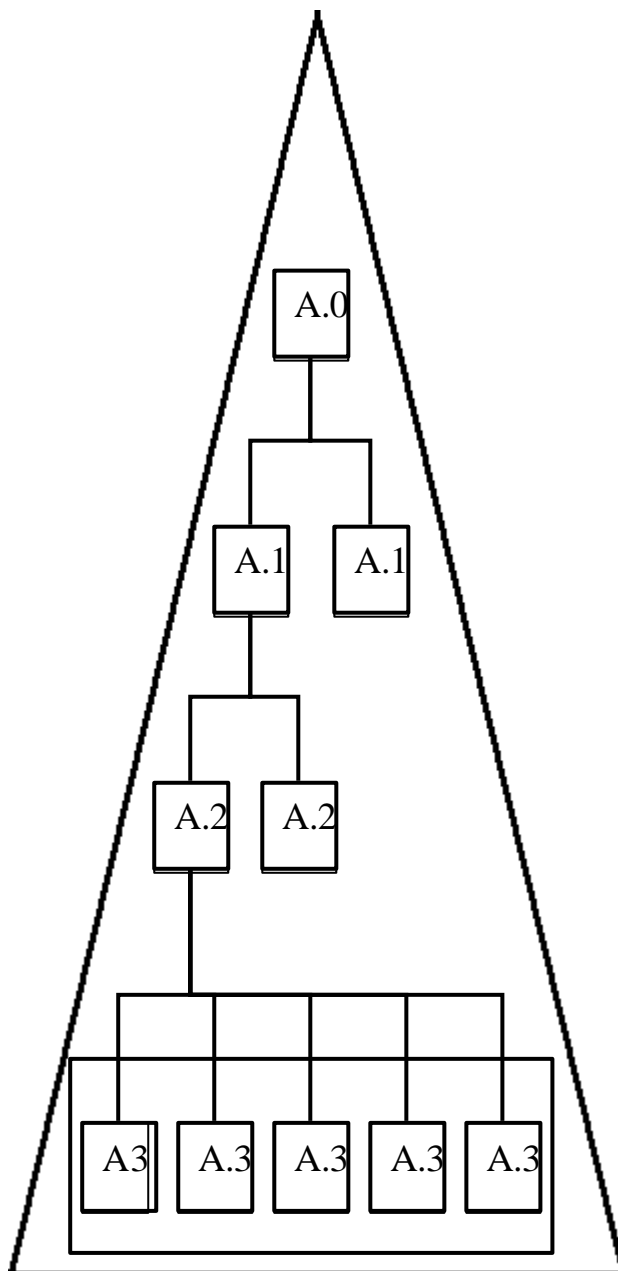
# Vision and strategy



# From strategy towards results



# Hierarchy of objectives



# Result oriented managing

- Communication about expectations
- Contribution to higher objectives
- Performance indicators
- Priorities
- Resources

# •Reorganisation in 2000

- Business register strategy
  -
- Hierarchy of objectives for the department business
  - registers
- Definition and description of the products and
  - processes
- Definition of the operational structure
  - sections
  - staff
  - tasks
- Definition of performance indicators (pilot)

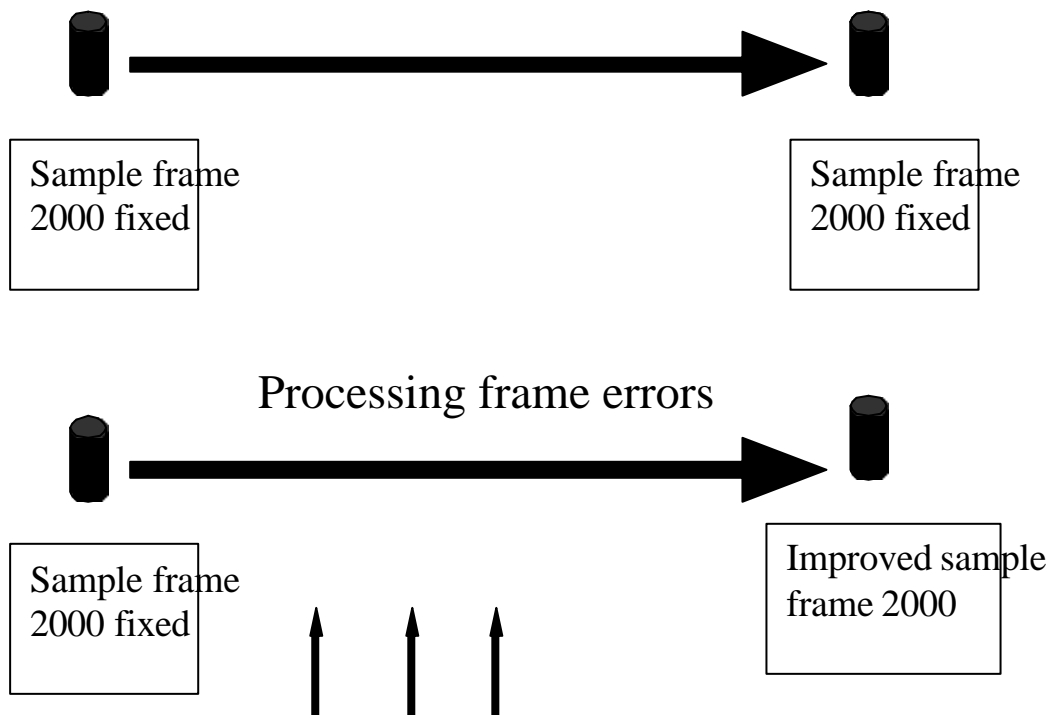
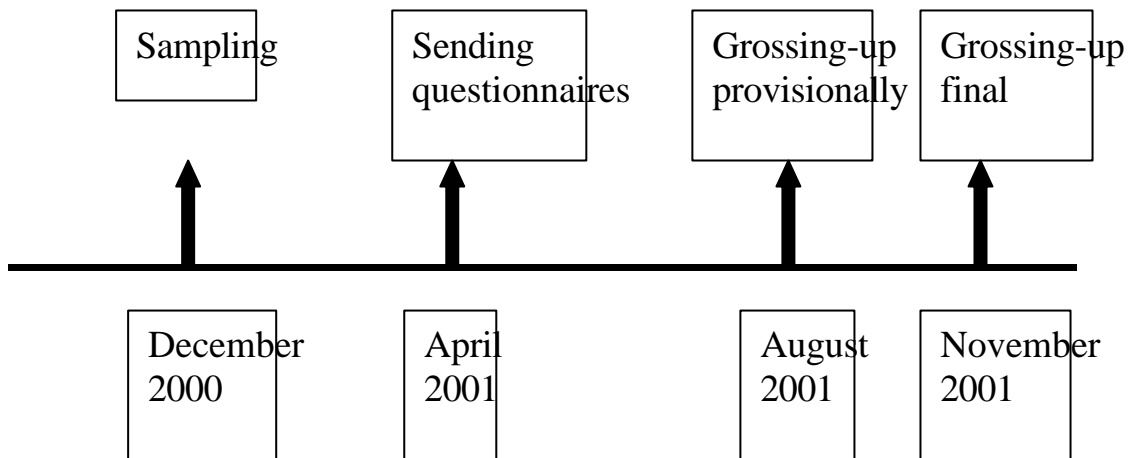
# Strategy: some main aspects

- Proactive profiling of large complex enterprise groups
  - Partly combined with coördination of data-collection
  - High statistical impact
- Reactive profiling (event-driven)
  - Minor statistical impact
- Computer based compilation of statistical units and characteristics on the basis of input data

# Quality: what....?

- Units, characteristics and events
  - Timeliness
  - Accuracy/consistency
  - Completeness
- Process
- Accessibility

# Quality: when....?



Continuous process of updating business register



# Quality: statistical impact....?

Quality tuned with demands in  
estimation  
and analyses procedures.

Some examples:

- Maintenance strategy
- Frozen classifications
- Priority for consistent input data

# Pilot: performance indicators

- Timeliness, accuracy and completeness
- Statistical units enterprise:
  - Main activity and size-class
  - Births and deaths
  - Events
- Statistical impact
- Level: department, section and staff

# Requirements for performance indicators

- A PI should measure the quality of a product (as the result of a process)
- A PI must be measurable
- Agreement with users about the PI's
- Staff has to be able to manage a PI



# Prestatieindicatoren ABR Bedrijfseenheid

Totaal of per medewerker

TOTAAL

Beheerklasse

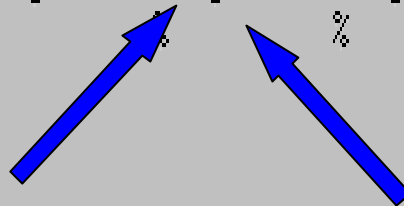
CSI Factor

OK

Leegmaken

Quit

SBI	Grootteklasse	Werkzame- personen	Verloonde- mensdagen	Ontstaan	Opgeheven	Gebeurtenis	Mutatie- berichten
Meting Norm %	Meting Norm %	Meting Norm %	Meting Norm %	Meting Norm %	Meting Norm %	Meting Norm %	Meting Norm %



Perf. indicator

Measurement

## Actualiteit

12 Maanden

14	14	34	34	77	77	1	1	13	13	0	0
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## Actualiteit

24 Maanden

27	27	62	62	98	98
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## Juistheid

67	67	98	98	0	0	0	0	88	88	0	0	7	7
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## Volledigheid

100	100	100	100	98	98	91	91	89	89	45	45	24	24
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	Actueel	Met Pers.	Ontstaan	Opgeheven	Met gebeurtenis
BE's	933714	331271	123488	82358	21267