A holistic approach to quality management in consumer price statistics

Methodological specification
- Governance and oversight structures
  - Legal
  - National
  - Advisory
  - Technical
  - Stakeholders
- Informal
- Advice, renewal, research

Data collection
- Internal (prices collected by the NSI)
  - Renewal and challenge
  - Alignment with strategy
  - Efficiency
- External (prices collected by contractor)
  - Renewal and challenge
  - Technology
  - Price etc

Development

Outputs
- Content management
- Reputation radar
- Communication/accessibility
- Content management
- Communication/accessibility
- Reputation management

Validation

Production systems
- ‘Local’
- ‘Organisational’
  - Capability
  - Disaster recovery planning
  - Assurance
  - Lean/6 Sigma

Process management ISO9001

Communication/accessibility

Content management

Reputation management

Organisational resilience

Value engineering