ISO 9001: Supporting Statistical Systems

Prices Division, Office for National Statistics

Derek Bird

May 2014
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

Continual improvement of QMS

Customers

Requirements

Resource Management

Management responsibility

Product realization

Measurement, analysis and improvement

Product (output)

Satisfaction

Customers
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

- 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

Act

Check

Do

Plan
2. QM in Prices Div: Documentation structure

- Quality Policy
- Responsibilities & Procedures
- Desk Instructions
- Reference Documents

Policy & System Description
Who & What
How
Reference
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

AUDIT
- Audit Local Collection
- Audit Monthly Production Processes

Monthly Production
- Field Collection
- Central Collection
- Data Processing & Validation
- Centrally Calculated Indices
- Briefing & Checking
- Monthly Publication / Dissemination

REVIEW
- SHORT TERM Monthly Review
- LONGER TERM Annual Strategic Review
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 IiP 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