

- A SUCCESS STORY - IMPLEMENTATION OF QUALITY MANAGEMENT IN THE STATISTICAL SYSTEM OF MONGOLIA

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“One cannot tie a knot
with just one hand”

Traditional Mongolian
Saying



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Toward new shores - Continuous innovation through international cooperation



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“Continuous exchange of views and knowledge between Statistical Institutes is an essential prerequisite to ensure effectiveness in the Statistical Cooperation for both sides – the recipients and providers of assistance“

UN FPOS Implementation
guidelines



The World Bank Twinning Project 2010 - 2014

➔ Enhancing the capacities of the statistical system of Mongolia

- ❖ 84 activities conducted
- ❖ A total of 80 experts involved
- ❖ Statistics Korea as junior partner
- ❖ Statistical offices of the German federal states (Länder), Czech Statistical Office, Statistics Finland, Turkish Statistical Institute, Statistics Norway

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wissen. nutzen.



Statistical Domains

Component A: Improving policy, regulatory and institutional framework, and organisational structure

- Institutional framework
- Relations between data users and producers
- Data dissemination
- Human resources
- Organisational structure

Component B: Strengthening the statistical infrastructure

- Statistical register improvement
- Classifications
- Sampling methods
- Seasonal adjustment
- Data quality
- Questionnaire design

Component C: Upgrading the statistical operations

- National accounts
- Price statistics
- Population and Housing Census
- Economic statistics
- Social statistics

Component D: Preparation and development of an IT plan

- IT Plan
- IT Network

Sailing ahead for quality

A quality management system refers to



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- **institutional environment**

(e.g. the legal basis, financial and human resources, impartiality)

- **statistical processes**

(e.g. sound methodologies, priority setting)

- **statistical output**

(e.g. data in line with international quality standards)

Input provided by Destatis



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- ❖ Assessment of the status quo regarding quality
- ❖ Providing good practices and instruments based on German, European and international experiences
- ❖ Transfer of knowledge tailored to the specific conditions of the National Statistics Office of Mongolia in close interaction with staff members
 - ❖ brainstorming, group work and round tables
- ❖ Deepening subject-matter knowledge on the part of the Mongolian staff by alternating expert missions and study visits

Main findings requiring further attention



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Institutional Environment

- Mongolian Statistics Law
- Establishment of a quality team
- Only few staff members available for handling quality issues in the subject-matter and IT departments
- Lack of an error policy

Statistical Processes

- Sound methodology in accordance with current scientific standards
- Processes requiring optimisation in terms of efficiency
- Inhomogeneity of questionnaires

Statistical Output

- A user satisfaction survey was conducted
- Good accessibility of data due to modern IT tools (webpage, apps ...)
- Missing quality assessment regarding external data

A stepwise approach for implementation



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STEP 1

1. Developing quality reports for all statistics of the Mongolian Statistical Office
2. Developing a Mongolian Code of Practice

STEP 2

3. Developing an error policy
4. Developing a master design for questionnaires
5. Establishing a process model covering the complete statistical production process

STEP 3

6. Assessing the quality of selected statistics (self-assessment)

Overall recommendation:

Regular meetings regarding quality issues within the National Statistics Office of Mongolia, with representatives of external data producers and data users

Towards new shores - Results (I)

Institutional Environment

- National Program for the development of official statistics
- Quality policy for Mongolian Statistics
- Quality team
- Mongolian Code of Practice
- National Statistics Council



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Towards new shores - Results (II)

Statistical Processes

- Memorandum of Understanding with several data providers
- Training of staff from regional offices and ministries
- Developing a self-assessment questionnaire and a self-assessment for the labour force survey and the income and expenditure survey



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Towards new shores - Results (III)

Statistical Output

- Quality reports
- Policy on and Basic Guidelines for Statistical Data Dissemination
- Quality glossary
- Developing guidelines for an error policy



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The Spirit of Official Statistics: Partnership and continuous innovation



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One cannot tie a knot
with just one hand...

... Many Hands tie a tight
net of knots



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