

Implementing a Quality Management System for the National Accounts at Statistics Sweden

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Quality of the statistics produced within the system of National Accounts (NA) – product quality – is a function of the quality of working procedures –process quality. The quality of working procedures is itself a function of how good we are organized, how we manage and how we continuously improve – organizational quality. Process quality and organizational quality can be managed with a quality management system –a system that specifies who (role and responsibility) does what (activity), when (planning), where (IT environment), and, most importantly, how (work instruction).

The development and implementation of a quality management system for the NA at Statistics Sweden was intensified in April 2010. Up until today the “quality project” has shown improving results, involving over 100 managers and employees at Statistics Sweden, the majority working at the Department of NA. A dozen of projects have focused on the different components of the quality management system such as roles and responsibilities, competence, communication, process management, work instructions, quality assurance of Excel and development of IT-solutions.

The quality management system itself is designed and developed in “product spaces”, accessible for all managers and employees. Several workshops and seminars have been held. Managers and employees have been invited to discuss, question and contribute to the work. Since the beginning a steering group, led by the Director General of Statistics Sweden, has followed up the progress. Both external and internal national needs and requirements as well as the development of a quality system for the NA within the European Statistical System (ESS) has been taken into account.

In the paper we will describe how the quality work has been organized, why it was intensified, what projects have been run, what results have been achieved and how the project organization have made the objectives understood and accepted among managers and employees. The overall objective is set to the end of June 2012, when the quality management system is supposed to be fully implemented and in use.

Key words: quality management system, national accounts, product quality, process quality, organization quality