

QUALITY COMMITMENT OF THE CZECH STATISTICAL OFFICE

The Czech Statistical Office (CZSO) defines quality as the total sum of an entity's characteristics¹, that affect its ability to meet the established and expected needs of its customers.

The management of the CZSO is unequivocally committed to systematically applying the following **principles of quality management**:

- user focus,
- management support for quality activities,
- involvement and engagement of human resources,
- process approach and risk management,
- continuous improvement and innovation,
- fact-based decision making,
- mutually beneficial relationships with suppliers and other producers of official statistics.

As regards activities of the State Statistical Service, the CZSO quality concept includes a number of target characteristics of the institutional environment as well as core, management and supporting processes of the statistics production specified within the respective principles of the European Statistics Code of Practice (CoP).

The management of the CZSO unequivocally adheres to the CoP and is committed to promote the following **principles**:

INSTITUTIONAL ENVIRONMENT

1. Professional Independence

Objective: The Czech Statistical Office is professionally independent on other political or administrative institutions as well as entities of the private sector, thus ensuring the credibility of statistical outputs.

1a. Coordination and Cooperation

Objective: The CZSO ensures the coordination of all activities for the development, creation and dissemination of statistical outputs at the level of the national statistical system. It actively cooperates at the international level, including within the European Statistical System, with the aim of ensuring the development, creation, and dissemination of official statistics.

2. Mandate for Data Collection

Objective: The CZSO has a clear legal mandate to collect data from several different data sources and to access this information for the purposes of creating statistical outputs. Potential respondents may be legally bound to grant access or to provide data for the purposes of statistical outputs production upon request.

3. Adequacy of Resources

Universal objective: Available financial and human resources of the CZSO are sufficient to meet the requirements of national and European statistics, other international statistical commitments, and the sustainable development of the national statistical system.

4. Commitment to Quality

Objective: The principles of total quality management are applied in a systematic and regular manner by means of specific instruments and tools in order to continuously improve the quality of processes and outputs.

¹ In the context of the CZSO, an entity is understood as everything that can be individually described and taken into account, e.g. output, process, service, organisation etc.

5. Statistical Confidentiality

Objective: The CZSO's activities of collection, production and dissemination of statistical outputs guarantee both the protection and confidentiality of individual and personal data provided by respondents, as well as their use exclusively for statistical purposes.

6. Impartiality and Objectivity

Objective: Professional independence, expertise, objectivity, and transparency are assured within the processes of the development, production, and dissemination of statistical outputs of the CZSO. Users of statistical outputs are treated equally.

STATISTICAL PROCESSES

7. Sound Methodology

Objective: The high-quality statistical outputs of the CZSO are based on sound methodology, including appropriate tools, procedures based on current scientific methods and the high professional level of human resources.

8. Appropriate Statistical Procedures

Objective: Quality statistical outputs of the CZSO are based on appropriate procedures applied throughout the entire process, from the establishment of reporting duty and data collection up to the production and validation of respective outputs, and their dissemination.

9. Non-excessive Burden on Respondents

Objective: The CZSO regularly monitors the adequacy of the response burden on the one hand and the needs of the users on the other hand. An optimisation and gradual reduction of administrative burden to the sufficient level is an integral part of the statistical outputs production process.

10. Cost Effectiveness

Objective: The CZSO ensures efficient, economical, and purposeful use of available financial, human, and other resources while simultaneously maintaining and increasing the quality of CZSO processes and outputs.

STATISTICAL OUTPUTS

11. Relevance

Objective: The statistical outputs of the CZSO are created and constantly developed in such a way as to best satisfy the current and potential user needs.

12. Accuracy and Reliability

Objective: The statistical outputs of the CZSO portray reality at optimum accuracy and reliability level.

13. Timeliness and Punctuality

Objective: The statistical outputs are released in a timely (i.e. in the shortest time possible after they have been produced) and punctual (i.e. while keeping pre-announced deadlines) manner.

14. Coherence and Comparability

Objective: The statistical outputs of the CZSO are internally, temporally, and spatially consistent and comparable. Coherence between preliminary and final outputs, between annual and short-term outputs and between different types of statistical outputs in the same domain is continuously monitored and evaluated. Appropriate procedures and methods are used to ensure it.

15. Accessibility and Clarity

Objective: The statistical outputs of the CZSO have a clear and comprehensible format. They are published in an appropriate and efficient manner, respecting the principle of equal access, including supporting metadata and instructions.

The above-mentioned principles are in accordance with the declared Mission, Vision, and Strategic Plan of the CZSO and the related work programmes. They form an integral part of the CZSO's entire quality management.

Compliance with these principles is being ensured by a set of processes, procedures, and instruments, including appropriate organisational structures, system of instructions, and methods of allocation of human and financial resources of the CZSO.