

## **Training course on “Quality Management in Statistical Agencies” held in cologne, Germany**



Head of Department of Quality Management and Information Technologies of the State Statistical Committee Gasim Aliyev, head of sector Vugar Mammadalizade and adviser of the same department Aynur Sultanova participated in the training course on “Quality Management in Statistical Agencies” held on 17-20 June, 2013 in Cologne, Germany. The training was organized by Eurostat. The technical part of this project was handled by the Consortium Adetef / ICON.

The course covered the following topics:

- Definition of quality in statistics;
- Main concepts of the ESS quality dimensions;
- Product quality and quality reporting;
- Quality management and quality frameworks Total Quality Management (TQM)/
- European Foundation for Quality Management (EFQM), Balanced Scorecard
- (Management tool) (BSC), International Standards Organisation (ISO9001:2000),
- European Statistics Code of Practice (CoP), QAF etc.);
- Process quality;
- Tools for measuring process quality components (brainstorming, current best methods, technical tools, auditing, benchmarking etc.);
- Tools for measuring product quality;
- Strategic management and policy;
- Tools for measuring perceptions of various actors (self-assessments, customer satisfaction, public opinion, staff opinion etc.).

Experts of the Statistical Bodies of Azerbaijan, Georgia, Moldova, Ukraine, Belarus, Armenia, Uzbekistan, Turkmenistan and Kyrgyzstan participated in the training course. Representatives of Eurostat and ADETEF also participated in the training.

The course finished with the presentation of certificates of course participants.