

QUALITY POLICY

The Republika Srpska Institute of Statistics (the Institute), as an authorized body for statistical affairs according to the Law on Statistics of Republika Srpska, produces and publishes official statistics on the situation and changes in the society and economy of Republika Srpska. The Quality Management System of the Institute relies on the United Nations Fundamental Principles of Official Statistics, the European Statistics Code of Practice (ESCoP), the European Statistical System Quality Assurance Framework (ESS QAF) and general principles of excellence defined in the Common Assessment Framework (CAF), which represents a tool for Total Quality Management (TQM).

Mission

The mission of the Institute of Statistics is to provide reliable, high-quality, comprehensible, timely and internationally comparable statistical data, which meet the requirements of decision-makers, researchers and other domestic and international users, and reflect the situation and changes in the economic, demographic and social area and the area of environment and natural resources. Collection, processing, analysis and dissemination of statistical data are carried out in accordance with statistical standards and modern technology, respecting the protection of statistical confidentiality, optimal use of resources and sensible burden on respondents.

Vision

The Institute has achieved full compliance with international statistical standards and principles of the European Statistics Code of Practice, through the strengthening of its professional capacity and infrastructure and the adoption and application of the best statistical practices, respecting fundamental values such as professionalism, independence, impartiality and openness. Users are equally provided with relevant and high-quality statistical data and services, while the burden on respondents is moderate and proportional to the needs of users.

Quality principles

Systematic quality management

The system of total quality management is being gradually and systematically introduced and applied at all levels of organization. To identify strengths and weaknesses, self-assessment will be conducted with the help of CAF, the TQM tool. In line with the requirements for compliance with international standards, constant changes in user needs and demands, and the development of methods and new technologies, starting from the principles of excellence and CAF criteria, priorities are defined and improvement activities are planned and implemented.

User-oriented statistics

Users of statistics are provided with products and services that meet their needs and requirements to the greatest extent possible. Statistical data are understandable and easily accessible in a form that fits the needs of the users. In order to improve the quality of products and services and to strengthen communication and cooperation with users, continuous studying and analysis of users' needs, habits and attitudes is carried out.

Commitment to the quality of products and services

The Institute is committed to the production and provision of high-quality products and services, in accordance with the principles of objectivity and confidentiality, which provide relevant and timely statistical data that are published within the announced deadline, comparable and coherent, and easily accessible and understandable. The quality of statistical products is regularly monitored and reported on. Users are provided with information on the methods, concepts, definitions and classifications used.

Efficiency of statistical processes

In conditions of limited financial, technical and human resources and increased demands and expectations of users, statistical business processes are performed efficiently, in a standardized manner and with the rational use of resources. Continuous monitoring and improvement of the flow and quality of the processes is carried out.

Strengthening cooperation with data providers

Production of accurate and timely statistics depends on the quality of the source data, therefore special attention is paid to strengthening the cooperation between the Institute and data providers. Activities are undertaken to reduce the burden on data providers, data from administrative sources are used to a larger extent, modern data collection techniques that shorten response time are applied, and the rules on data protection and confidentiality are consistently applied.

Satisfaction and professional development of employees

The practice of employing highly educated and professional staff is applied. Employees are the main development resource of the organization. The Institute conducts continuous education of the existing staff, encourages innovativeness, team work and develops responsibility among employees in fostering a quality culture. The employee satisfaction is periodically monitored and evaluated and activities of improving internal communication, information and knowledge exchange are undertaken, thus creating a stimulating work environment.