



## Quality Indicators for Generic Statistical Business Process Model (GSBPM) for Statistics Derived from Surveys and Administrative Data Sources

Quality indicators for data producers, methodologists, and project managers

Quality indicators play a fundamental role in quality management, allowing us to monitor and prevent errors.

These are mapped to the 44 subprocesses and to the overarching quality and metadata management processes of GSBPM.

Version 2.0 of the GSBPM Quality Indicators can be used for both survey and administrative data.

## Principles used to develop the quality indicators to the GSBPM

- Use **generic** indicators (no formulas) to reflect the nature of the GSBPM as a reference model
- Be consistent with existing international quality assurance frameworks when selecting the quality indicators and determining their related quality dimension
- Use quantitative indicators whenever possible
- Use qualitative indicators in the form of yes/no or large/medium/low when appropriate
- Allow for a certain degree of redundancy by mentioning the same indicators in different sub-processes

## Example of quality indicators for 4.2 Set up collection subprocess

Quality Dimension	Indicator
Statistical confidentiality and security	Risk of a breach while data is being transferred
Adequacy of resources	Rate of HR and IT requirements fulfilled
Adequacy of resources	Success rate for collection staff to perform tasks after training
Soundness of implementation	Success rate for testing collection systems in both normal and high volume or extreme situations
Timeliness and punctuality	Delay between expected and actual sign-off of collection systems (including data transmission, security, collection management systems, and QC systems) and collection materials (e.g. questionnaires, training materials, etc.)

## For more information on Quality Indicators for GSBPM

<https://statswiki.unece.org/display/GSBPM/Quality+Indicators+Home>