DRAFT DATA QUALITY ASSESSMENT FRAMEWORK AND DESIGNATING STATISTICS AS "OFFICIAL" STATISTICS

Namibia Statistics Agency

MISSION STATEMENT

"In a coordinated manner we produce and disseminate relevant, quality and timely statistics that are fit-for-purpose in accordance with international standards and best practice"

VISION STATEMENT

"Be a high performance institution in statistics delivery"

CORE VALUES

Performance

Integrity

Service focus

Transparency

Accuracy

Partnership

Namibia Statistics Agency

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ABBREVIATIONS AND DEFINITIONS

DQAF	Data Quality Assessment Framework
GDDS	General Data Dissemination System
GSBPM	Generic Statistical Business Process Model
IMF	International Monetary Fund
ISO	International Organization for Standardization
NSA	Namibia Statistics Agency
NSS	Namibian Statistical System

Definitions

"Agency" means the Namibia Statistics Agency established by section 6 of the Statistics Act, (Act no. 9 of 2011) "Statistics producers": includes the Agency or any government body that produces statistics and where a private or international organisation obtained approval in terms of section 35(5) to conduct a statistical collection, such private or international organisation, for distribution outside their own organization

"Users of statistics" includes government bodies, private sector entities, research institutions or individuals, training institutions, international or regional organisations, or any other person making use of statistics. "Government body" means

(a) Any organ of the State;
(b) an office, an agency or a ministry as defined in section 1 of the Public Service Act, 1995 (Act No. 13 of 1995);
(c) a local authority council as defined in section 1 of the Local Authorities Act, 1992 (Act No. 23 of 1992);
(d) a regional council as defined in section 1 of the Regional Councils Act, 1992 (Act No. 22 of 1992);
(e) a statutory body established by an Act of Parliament; or
(f) any other body established by law for a public purpose.

"National Statistics System" the components of the National Statistics System include:
(a) statistics producers;
(b) Respondents;
(c) users of statistics;
(d) research institutions; and
(e) training institutions.

"Statistics unit": the organizational unit responsible for production of statistics in a government body, private or international organisations that produces statistics; it may be called a unit, division, department or other name depending upon the practice of the statistics producer

Preface

The Statistics Act, 2011 (Act no. 9 of 2011) provides for the Statistician-General to develop standards including a standard for "the quality criteria with which statistical collections must comply" (Statistics Act 36(1) (iii)). The Act also provides for the Statistician-General to designate statistics as "official" statistics (Statistics Act 37). In addition, Namibia Statistics Agency (NSA) Strategic Plan of 2012/13-1016/17 sets out the Shared Value of Performance which states that "The NSA is geared towards promoting production of high-quality statistical products and services that meet the standards of relevance, consistency, accuracy, completeness, and accessibility, and are delivered on time.

To support effective implementation of development programs and policies and measure quality of service delivery statistics must have high quality and have confidence of users. The National Statistics System (NSS) must focus on the improvement and maintenance of the quality of statistics by ensuring that statistics is in compliance of all the required dimensions of quality in the framework in order to be certified as official statistics by the Statistician General as per Statistics Act. The dimensions of quality include assurances of integrity, sound methodology and statistical procedures, accuracy and reliability, and serviceability including relevance, timeliness, and accessibility.

The Data Quality Assessment Framework (DQAF) aims to set out quality dimensions and elements on which quality of statistics will be assessed for them to be certified as official statistics in accordance of Statistics Act. This will ensure confidence in the use of statistics, improvement and maintenance quality of statistics that are produced by different producers.

The framework was developed in consultation with producers and users of statistics in July and August 2013 and gained their support. It is therefore hoped that the implementation of DQAF will contribute to the production of high quality statistics and the increase in the use of statistics for national development.

John Steytler
Statistician General

1. Introduction

Production of high quality statistics cannot be over emphasized for planning and policy making for national development and for monitoring national, regional and international development agenda. The Government is commitment to production of high quality statistics and to ensure this, it enacted Statistics Act (2011) (No. 9 of 2011) and established Namibia Statistics Agency with the mandate to be the central repository for official statistics and coordinate statistics production in the country.

To meet the needs of users including that of Government, statistics must be of good quality. The National Statistics System (NSS) must focus on the improvement and maintenance of good quality statistics by ensuring that statistics is in compliance of all the required dimensions of quality in order to be generally accepted as "fit for purpose". Fitness for purpose implies an assessment of an output, with specific reference to its intended objectives or aims. Quality is therefore a multidimensional concept which includes not only accuracy but many quality dimensions as given in Statistics Act 36(1) (iii). The act provides for the Statistician General to develop standards including quality criteria with which statistical collections must comply. The act also provides for the Statistician General to designate statistics as "official statistics, Statistics Act (37). According to the Act official statistics must be:

(a) relevant, accurate, reliable and timely;
(b) objective and comprehensive;
(c) compiled, produced and analysed in a scientific and transparent manner;
(d) disseminated impartially;
(e) accessible;
(f) in accordance with appropriate national and international standards and classifications; and
(g) sensitive to distribution by gender, disability, region and similar socioeconomic features. (Statistics Act 4(2)).

This document sets out a Data Quality Assessment Framework (DQAF) for Namibia that provides a rational, transparent and sustainable methodology for quality assessment of statistics, supported by a wealth of experience in similar applications around the world. The document also provides for procedures for designating statistics as "official" statistics.

"The quality of the existing data will be reviewed using an approach based on the experience of other countries, UN Principles of Official statistics and principles and standards set in African Charter on Statistics, as well as that of the International Monetary Fund's widely accepted Data Quality Assessment Framework (DQAF)".

2. Aim and General Use of the Framework:

The framework aims to set out quality dimensions and elements on which quality of statistics will be assessed for them to be certified as official statistics in accordance of Statistics Act. This will ensure confidence in the use of statistics, improvement and maintenance quality of statistics that are produced by different producers.

The Framework is aimed at assisting in:

a) reviewing the quality of current statistics in Namibia;
b) providing a basis for planning to improve quality;
c) monitoring the quality of Namibian statistics over time;
d) identifying gaps in data; and
e) determining the designation of statistics as "official" statistics.

The Framework may be used, inter alia, for self-assessment by statistics producers and assessment by data users as well as by international organizations. It may be applied informally by, or at the request of, a statistics producer to assess or guide improvement of their statistics or more formally such as by the assessment teams to be established in the context of determining statistics issued as "official" statistics. The Framework may be applied both to statistics issued by government and private institutions and those having national or sub-national coverage.

The Framework can be applied to a whole field of statistics such as national accounts, education statistics or health statistics, to any subset of a field of statistics, a particular output or survey or a particular process in the statistical chain. The Framework or parts of it may be used to assess statistical collections and products including statistics from sample surveys and administrative records.

While all of the Quality Dimensions should be considered in a quality assessment each of the Dimensions, is not necessarily be equally weighted, as the importance of each dimension may vary depending on the data source and context for a particular assessment. It is a matter of judgment as to the relative importance of each; for example, measures of statistical accuracy for sample-based collections, such as sampling error and non-response error, may not apply to datasets which are by-products of administrative collections,

The assessors should consider which quality dimensions are most relevant and important for the particular purpose. For example, if the credibility and trustworthiness of the data source are particularly important, then a careful examination of the Institutional Environment Quality Dimension will be especially important and this may have more weight in making an overall quality assessment.

3. The Data Quality Assessment Framework

A lot of work has been done nationally and internationally in recent years on defining and measuring the quality of statistics. The Namibian Data Quality Assessment Framework (NDQAF) draws from the International Monetary Fund Data Quality Assessment Framework (DQAF) (2012), UN guidelines for quality assurance framework (2012), UN Fundamental and Principles of Official Statistics (1994), AU African Charter

on Statistics (2009), Australian Bureau of Statistics Data Quality Framework (2009), South African Statistical Quality Assessment Framework (2011), and NSA Strategic Plan (2012/13 to 2016/17). The framework also draws from the provision of Statistics Act for designating statistics as "official" statistics (see References below). The framework blends the above sources and integrates priority concerns of the Namibian Statistical System (NSS).

The Framework provides a rational, transparent and sustainable methodology for quality assessment of statistics, supported by a wealth of experience in similar applications around the world.

Among statistical agencies, quality is generally accepted as "fitness for use". This implies an assessment of a statistical output in relation to its intended objectives or aims. In current practice quality is a multidimensional concept covering not only the accuracy of statistics, but also including other aspects such as timeliness, interpretability and accessibility

The proposed Quality Dimensions for Namibian statistics and their Key Elements are set out in Table 1 below in and repeated in more detail in Annexes 1 and 2 (along with desired Practices). Those Quality Dimensions which are listed in the Statistics Act as applying to "official" statistics in Namibia are highlighted in bold.

Table 1: Quality Dimensions and their Key Elements

Quality Dimensions	Key Elements
1. Institutional environment	1.1 Legal environment 1.2 Coordination of the National Statistical System 1.3 Professional independence in statistical operations
	1.4 Respect for providers of raw data 1.5 Privacy and confidentiality 1.6 Resource availability 1.7 Efficient use of resources 1.8 Overall quality commitment and management
2. Objectivity	2.1 Institutional integrity 2.2 Impartial dissemination 2.3 Transparency in compilation, production and analysis 2.4 Professional and ethical standards
3. Relevance	3.1 Promoting the use of statistics 3.2 Consulting with users 3.3 Responding to user needs 2.5 Distribution by gender, disability, region, and similar socio-economic features 3.4 Monitoring user needs
4. Coherence and comparability	4.1 Setting statistical standards 2.6 Producing statistics in accordance with appropriate national and international standards and classifications 2.7 Comprehensiveness/scope 4.2 Basis for recording 4.3 Consistency
5. Accuracy and reliability	5.1 Following statistical standards 5.2 Appropriate source data 2.8 Compiling, producing and analysing statistics in a scientific manner 5.3 Regular reviews and evaluations 5.4 Revision studies and practices
6. Timeliness	6.1 Periodicity 6.2 Timeliness 6.3 Punctuality
7. Clarity	7.1 Data presentation 7.2 Metadata presentation 7.3 Preliminary results and revisions 7.4 Research and development 7.5 Assistance to users
8. Accessibility	8.1 Data and metadata accessibility 8.2 Pricing policy 8.3 Assistance to users

A brief explanation of each of the Quality Dimensions and Key Elements is provided in Annex 1.

The Key Elements will be satisfied and consequently the Quality Dimensions will be present if certain Practices (or equivalents) are followed. The Quality Dimensions, Key Elements and Practices constitute the DQAF. The DQAF is set out in Annex 2.

There are eight Dimensions of Quality broken down into 38 Key Elements. Critical Key Elements were identified as those Key Elements which were considered to comprise the minimum set that should be present in an institution or statistical field to be considered as official statistics. The Critical Key Elements are marked in bold in Annex 2.

There are 19 Critical Key Elements out of the total of 38 Key Elements. Critical Key Elements are marked in bold in Annex 2.

4. Designation of statistics as "Official" statistics

The Statistics Act 2011 provides that:
(1) The Statistician-General may designate as official statistics any statistics or class of statistics produced from statistical collections by -
(a) the Agency; or
(b) any government body, after consultation with the head of the government body concerned.
(2) A designation referred to in subsection (1) must be in accordance with -
(a) the purpose of the National Statistics System (NSS) and the statistical principles referred to in section 4(2); and
(b) such other criteria as the Statistician-General may provide in the standards. (Statistics Act 37 (1) and (2))

Any statistics producer other than government body may also apply to the Statistician General for the designation of statistics as official statistics.

The purpose of the NSS is stated to be as follows:
"4. (1) The purpose of the National Statistics System is the undertaking of statistical collections and the compilation, production, analysis and dissemination of official and other statistics (where official statistics need to have the characteristics as set out above).

The statistical principles referred to in Section 4 (2) are quoted in the Introduction above in terms of what "official" statistics "must be".

The Act gives the NSA the power to designate statistics as "official" statistics and tasks the NSA with making a standard relating to the criteria and classification and certifying procedures for the designation of statistics as "official" statistics. (Statistics Act, 2011, Section 36 (1) (a) (i)).

The proposed standard presented below and has three components, (i) designation (ii) classification and (ii) certification.

A. Use of the Framework for designating "official" statistics

Statistics may be designated by the Statistician-General as "official" statistics if they have been produced by the NSA or other producer from statistical collections, (which is understood to include surveys, censuses or administrative records), and if the practices employed in their collection, production and dissemination are assessed to be in compliance with the practices listed under the DQAF.

Critical Key Elements are considered to comprise the minimum set that should be

[1]"Similar socio-economic features" is to be interpreted broadly and includes distribution by sex and population age groups.

present in an institution or statistical field to be considered as official statistics. The Critical Key Elements in the DQAF incorporate all the requirements set down in the Statistics Act for official statistics, so that adequate performance on the Critical Key Elements can be indicative of qualifying for designation as official statistics. The Critical Key Elements are marked in bold in Annex 2. There are 19 Critical Key Elements out of the total of 38 Key Elements.

Compliance with the DQAF means that the statistics substantially exhibit the characteristics listed in the Statistics Act Section 4 (2) and consequently it is appropriate for them to be considered "official" statistics. This can be interpreted as recognizing that the institutions and their statistics have the confidence and trust of users, have high quality, meet users' needs, and have been compiled, produced and disseminated to high standards.

B. The assessment categories

The assessment will rate the extent to which the Practices (or equivalents) are observed to be in place by the Assessment Team. The rating scale will be Practice (or equivalent) is substantially in place (S), Partially (P) in place, Not in place (N), and Not applicable (NA). In the cases of Practice (or equivalent) Partially in place, and Not in place brief comments will be provided to identify what is required to be done for them to be judged as Substantially in place. In order to be designated as "official" statistics Key Elements in the DQAF (or equivalents) will need to be assessed as Adequate (or better) as explained below. Designation will be declined otherwise.

A pro forma rating form is presented in the Annex 3.

The criterion proposed for designating statistics as official statistics is that the key elements should be assessed as Adequate (or better) in a DQAF assessment, i.e. All of the Critical Key Elements (10) for the institution must be Substantially (S); all of the Critical Key Elements for a subject (13) must be S or Not applicable (NA); and no more than 4 of the non-critical, subject-related Key Elements (4 Key Elements out of 10) rated as Partially in place(P) or Not in place (N).

Proposed quality ratings based on the DQAF
If all the Critical Key Elements applying to an institution are rated **S** then the institution may be judged **supportive of good statistics** and its individual subject matter areas of statistics may be graded using the Key Elements applicable to individual subject matter areas of statistics.

If any Critical Key Element applying to an institution is rated **P** or **N** the institution would be judged **provisionally supportive**; its individual fields of statistics may still be graded using the Key Elements applicable to individual subject matter areas of statistics but the assessment would only be provisional pending the institution taking steps to upgrade its performance of all Critical Key Elements to S.

Using the Critical Key Elements and non-critical Key Elements, a rating standard for quality is proposed as follows:

High quality: All of the Critical Key Elements for the institution (10) must be S; all of the Critical Key Elements for a subject (13) must be S or NA; and no more than 2 of the non-critical, subject-related Key Elements (2 Key Elements out of 10) rated as P or N.

Good quality: All of the Critical Key Elements (10) for the institution must be S; all of the Critical Key Elements for a subject (13) must

be S or NA; and no more than 3 of the non-critical, subject-related Key Elements (3 Key Elements out of 10) rated as P or N

Adequate quality: All of the Critical Key Elements (10) for the institution must be S; all of the Critical Key Elements for a subject (13) must be S or NA; and no more than 4 of the non-critical, subject-related Key Elements (4 Key Elements out of 10) rated as P or N.

Not acceptable/inadequate quality: Two situations are identified.
Firstly where All of the Critical Key Elements (10) for the institution are S; all of the Critical Key Elements for a subject (13) are S or NA; but more than 4 of the non-critical, subject-related Key Elements (4 Key Elements out of 10) rated as P or N.

Secondly, where one or more of the Critical Key Elements for the institution (10) or a subject (13) are rated less than **S** (ignoring NA); in this case the number of the non-critical, subject-related Key Elements out of 10, rated as **P** or N, is immaterial as the minimum requirement for even Adequate quality is not met i.e. All of the Critical Key Elements (10) for the institution must be **S** and all of the Critical Key Elements for a subject (13) must be **S** or **NA**.

C. Classification of statistics

The assessment of any field of statistics will provide an overview of the practices relevant to each characteristic required for "official" statistics and highlight any observed deficiencies. As a result of the assessment the statistics under review may be classified as one of: (i) designated as "official" statistics; (ii) or not designated as "official" statistics, in which case a statement will be included on required areas of improvement for strengthened compliance with the DQAF after which a further review would be undertaken.

D. Certification process

The Statistician-General will set up a programme for assessing the fields of statistics covered by the NSA and all Namibian government bodies that produce statistics from statistical collections, in consultation with the heads of those government bodies.

Assessment will be carried out by an assessment team comprised of staff of the NSA and the government body involved and such other individuals as the Statistician-General may decide after consultation with the head of the government body.

The assessment will be based on (i) the list of Practices (or equivalents) from the DQAF that the NSA and government body agree are relevant to the assessment (not all practices will be relevant to a particular assessment); (ii) a statement from the government body of the implementation of the agreed practices; (iii) factual evidence; (iv) the views of users; and (v) the review activity of the assessment team. The assessment team will assess the quality of the statistics in terms of actual practices in place and "works in progress" in relation to the relevant Key Elements of the DQAF. The Statistician-General will decide on the designation based on the assessment report. In the case of designating statistics produced by the NSA as "official" statistics the assessment report will be supplemented by a report from an independent reviewer certifying that the assessment was conducted in a professional and independent manner which the Statistician-General will also take into account.

The Statistician-General will formally transmit the outcome of the assessment to the head of the government body. When designated as "official" statistics the government body may include in future publications the

"official" statistics logo (to be) established by the NSA and the Statistician-General's formal statement of the outcome of the assessment.

The Statistician-General will publish the results of the assessment for those statistics that are designated as "official" Statistic" for access by the public

Re-certification will be subject to periodic reviews as determined by the Statistician-General in consultation with the head of the producing body.

Any producer of statistics other than government body mentioned above can apply for the assessment of their statistics, in which case an assessment team can be set up comprising of the NSA staff and the statistics producer involved and such other individuals as the Statistician-General may decide after consultation with the head of the statistics unit of the organisation involved.

5. Endorsement and the Future

The Draft Framework and the provisions for designating statistics as "official" statistics were discussed in forums of producers and users and gained their endorsement.

The Framework and the provisions for designating statistics as "official" statistics may be further refined over time; reviews will be conducted periodically and both will be kept current in response to new developments, both national and international. Implementation will also be assessed periodically to ensure the Framework and provisions for designating statistics as "official" are being used appropriately and to full advantage.

References

Namibia Statistics Act, 2011 (No.9 of 2011)

Namibia Statistics Agency Strategic Plan 2012/2013-2016/2017

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Statistical Office of the European Commission/ European Statistical System, European Statistics Code of Practice (2011)

European Statistical System, Quality Assurance Framework of the European Statistical System (2012)
South African Statistical Quality Assessment Framework (2011)

United Kingdom Statistics Authority, Code of Practice for Official Statistics (2009)

Statistics New Zealand, Principles and Protocols for Producers of Tier 1 Statistics (2007)

Australian Bureau of Statistics, Data Quality Framework (2009)

Committee on National Statistics, United States, Principles and Practices for a Federal Statistical Agency (2013)

International Statistical Institute, Declaration on Professional Ethics (1985),

Annex 1: The Data Quality Assessment Framework

1. Institutional environment

Key Elements	Practices
1.1 Legal environment	1.1.1 A comprehensive and up-to-date Statistics Law is in place which, inter alia, specifies the responsibility/mandate for collecting, processing, and disseminating statistics, including through surveys and the use of administrative records.
1.2 Coordination of the National Statistical System	1.2.1 The establishment of the National Statistical System and providing for its coordination are clearly specified in law or similar authority. 1.2.2 A statistics coordination committee (or similar) exists ensuring inclusion of users and producers at all levels of government, and other components of the NSS, meets frequently, and stakeholders participate actively in it. 1.2.3 The Statistician-General publishes annually a list of statistical collections to be undertaken for the year by all government statistics producers. 1.2.4 Data sharing among statistics producers at national and sub-national level (including statistics and administrative records) is adequate, supported by operational systems, and clearly specified for example in Memorandums of Understanding or exchanges of letters, to avoid duplication of data collection, and allow maximum use of data while preserving confidentiality where necessary. 1.2.5 Other issues of coordination are addressed (other than data sharing) and mechanisms of coordination are implemented egg coordination of surveys, conduct of joint data collection, sharing technical information and good practices, in furtherance of the Statistics Act. 1.2.6 NSA and each statistics producer assign responsibility for coordination to a senior officer. 1.2.7 Statistics producers cooperate with the research institutions and the scientific and academic community in research to improve statistical processes, to promote better tools where feasible, and add value to outputs. 1.2.8 Statistics producers cooperate with training and educational institutions on on-going training needs for statisticians and users. 1.2.9 Statistical producers make use of and contribute to international statistical developments.
1.3 Professional independence in statistical operations	1.3.1 The independence of the Statistician-General from political and other external interference in developing, producing and disseminating statistics is specified in law, and assured for the statistical staff in other government bodies by the heads of those bodies or is in place as a matter of custom or practice. 1.3.2 The Statistician-General and heads of statistics units in other government bodies have sufficiently high hierarchical standing to ensure senior level access to policy authorities and administrative public bodies and to withstand any potential political and other external interference.

1. Institutional environment (continued)

Key Elements	Practices
	1.3.3 The appointment of the Statistician-General and heads of statistics units in other government bodies is based on professional competence only; the reasons on the basis of which the incumbency can be terminated are specified in the legal framework or employment contract and these cannot include reasons compromising professional independence. 1.3.4 The Statistician-General and heads of statistics units in other government bodies have the sole responsibility for deciding on statistical methods, standards and procedures, and on the content and timing of statistical releases (both press releases and releases of the actual data) reflecting their professional independence. 1.3.5 The provisions relating to securing statistical independence are made public.
1.4 Respect for providers of raw data	1.4.1 Producer-provider consultations are held periodically. 1.4.2 Initiatives are undertaken to raise awareness among providers of the value of statistics e.g. information packages that demonstrate the value of statistics. 1.4.3 The necessity to carry out any new collection programme is assessed and it is carried out only when considered necessary and only after establishing that no existing survey can be modified or existing data sets including data collections of other statistics producers, and estimations, can satisfy the need. 1.4.4 Survey programmes of all government bodies are aligned and rationalized to reduce, eliminate and integrate surveys where feasible. 1.4.5 Sampling is used in place of full enumeration where such an approach provides data with appropriate quality for the intended purposes. 1.4.6 Administrative sources are used to the maximum extent possible to meet the needs for statistics and limit recourse to direct surveys to reduce costs and limit the response burden on providers. 1.4.7 The range and detail of statistical demands is limited to what is absolutely necessary. 1.4.8 Respondent burden in surveys is reduced or distributed (applying sound methods) among respondents over a series of surveys. 1.4.9 The provider is given adequate notice and explanations concerning data requests including the reason why a collection is considered necessary and the anticipated uses of the data, for example, through press and websites. 1.4.10 Questions are framed to be answerable by corporations, as far as possible, from routinely produced records of a corporation. 1.4.11 Multiple modes of response are offered to providers for them to choose the most convenient.
1.5 Privacy and confidentiality	1.5.1 Privacy of data providers (individuals, households, government bodies, undertakings including enterprises, or any other organization and other providers) and confidentiality of the

1. Institutional environment (continued)

Key Elements	Practices
1.5 Privacy and confidentiality (continued)	individual data they provide is clearly specified in law for both surveys and administrative records or is maintained as a matter of custom or practice. 1.5.2 Individual reporters' data are used for statistical purposes only. 1.5.3 Effective confidentiality policy and procedures exist and are made known to the public. 1.5.4 Staff involved in the statistical process sign and adhere to (i) the Oath of Office and Secrecy, Schedule 2, Section 45 of the Statistics Act, 2011; and (ii) any other requirement contributing to professional and personal ethical behaviour; penalties apply for willful breaches. 1.5.5 Statistics producers conduct sensitivity and educational training for staff on all aspects of maintaining statistical privacy and confidentiality. 1.5.6 Published statistics do not reveal the identity of an individual, household, government body, undertaking including enterprises or other organization and other providers, or any private information relating to them, except as provided for under the Statistics Act. 1.5.7 Confidential information is kept secure; access to it is restricted to trained staff who have signed a declaration covering their obligations. 1.5.8 In every case where confidential statistical records are exchanged among statistics producers for statistical purposes, a written confidentiality protection agreement is prepared; an operational record is kept to detail the manner and purpose of the processing. 1.5.9 Statistics producers release micro-level data sets to researchers for research and further analysis, only with appropriate safeguards approved by the Statistician-General for the protection of the confidentiality as set out in the Statistics Act 2011 Section 46 (4).
1.6 Resource availability	1.6.1 Appropriate staff, physical infrastructure, computing resources, administrative and logistical capability, statistical infrastructure and financing are maintained in place, are adequate for the statistical programs, are kept under review and are sustained. 1.6.2 Appropriately skilled and trained staff are employed in all statistical operations, training and development is provided, and staff are supported in developing their statistical, managerial and subject area knowledge 1.6.3 An effective human resources system is in place to ensure objectivity in the appointment and promotion of statistical staff.
1.7 Efficient use of resources	1.7.1 Deleted as this is general and is followed by specific questions 1.7.2 Statistics producers operate a strategic planning, work planning, monitoring and review process. 1.7.3 Effective management accounting standards and techniques are applied. 1.7.4 The productivity potential of information and communications

1. Institutional environment (continued)

Key Elements	Practices
1.7 Efficient use of resources (continued)	technology is optimized for data collection, processing and dissemination. 1.7.5 The necessity to carry out any new collection programme is assessed and it is carried out only when considered necessary and only after establishing that no existing survey can be modified or existing data sets including data collections of other statistics producers, and estimations, can satisfy the need;. 1.7.6 Survey programmes of all government bodies are aligned and rationalized to reduce, eliminate and integrate surveys where feasible. 1.7.7 Sampling is used in place of full enumeration where such an approach provides data with appropriate quality for the intended purposes. 1.7.8 Administrative sources are used to the maximum extent possible to meet the needs for statistics and limit recourse to direct surveys to reduce costs and limit the response burden on providers. 1.7.9 Standard programmes and procedures are used in all parts of the organization e.g. for sampling, registers, data collection and data exchange etc. to minimize costs
1.8 Overall quality commitment and management	1.8.1 Processes are in place to focus on quality, such as a written quality policy, a declaration or commitment statement, a quality assurance programme, which are made publicly available. 1.8.2 Processes are in place to review and monitor quality during the implementation of the statistical program using such approaches as the Generic Statistical Business Process Model (GSBPM) and ISO 9000 standards. 1.8.3 Staff of the statistics producers are made sensitive to and suitably trained in quality management. 1.8.4 User-oriented quality reports are prepared and issued or included in technical notes in statistical publications. 1.8.5 A culture of continuous quality improvement is promoted that systematically fosters the documentation of methodology, processes and outputs, the exchange of good statistical practices, as well as the monitoring, assessment and improvement of the quality of statistical operations. 1.8.6 The NSA enforces, when considered appropriate, penalties provided for under the Statistics Act for “Offences in connection with the Agency”, “General offences”, and “Regulations” (in relation to inappropriate disclosure of information, failing to comply with the Oath of Secrecy, failure to provide data requested under the Act and other matters).

2 Objectivity

Key Elements	Practices
2.1 Institutional integrity	2.1.1 All statutory obligations and applicable internationally endorsed guidelines governing statistical operations are followed. 2.1.2 Decisions about the choice of data sources and statistical techniques for collection, and production are impartial and objective, and comply with good statistical practice. 2.1.3 The Statistician-General and heads of statistics units in statistics producers participate in public debate of statistics and statistical issues, and respond to criticisms, mis-use, and wrong interpretation and misuse of statistics, as far as is considered suitable. 2.1.4 The Statistician-General is informed about complaints that relate to institutional and professional integrity, quality or standards. 2.1.5 A statistics advisory committee (or similar) exists and meets frequently.
2.2 Impartial dissemination	2.2.1 Decisions about dissemination are impartial and objective and comply with good statistical practice. 2.2.2 Results of all statistical collections conducted are disseminated as soon as the work is completed and as soon as possible after the reference period so there is no opportunity, or perception of opportunity, for the release to be withheld or delayed. 2.2.3 Major recurrent statistics are released punctually based on a preannounced schedule (an Advance Release Calendar for 6/12 months ahead). 2.2.4 Any change to a pre-announced release date is publicly announced and the reasons for the change fully explained at the same time; the Statistician-General and heads of statistics units in other government bodies have the final decision and are not influenced by non-statistical matters. 2.2.5 Statistics are publicly released so that all users have equal access to the data. 2.2.6 Conditions under which internal governmental access is provided to statistics prior to their release are publicly identified; details of those who have access prior to release are published.
2.3 Transparency in compilation, production and analysis	2.3.1 The terms and conditions under which statistics are collected, processed, and disseminated are made available to the public. 2.3.2 Statistical reports are issued separately from any other statement or comment about the figures and are clearly identified as products of statistical agencies/units e.g. by headings, cover page, logos, standard formats etc. 2.3.3 Ministerial commentary/government statements referring to or based on statistics released are labeled as such so that they are not perceived as part of the official release and clearly refer to the source of the statistics. 2.3.4 Advance notice is given of major changes in methodology, classifications, source data, and statistical techniques. 2.3.5 Revisions policy and practices are published. 2.3.6 Errors discovered in statistical reports are corrected immediately by the statistics producer, and stakeholders alerted promptly. 2.3.7 A transparent planning process is used and a strategic plan is available for public scrutiny which is based on explicitly identified longer term priorities.
2.4 Professional and ethical standards	2.4.1 Guidelines for staff behavior (professional and ethical) are in place (Code of Practice and Employee Code of Conduct) and are well known to the staff such that staff act with integrity and make decisions according to strictly objective, impartial, professional and transparent statistical considerations complying with good statistical practice. 2.4.2 Staff involved in the statistical process sign and adhere to (i) the Oath of Office and Secrecy, Schedule 2, Section 45 of the Statistics Act, 2011; and (ii) any other requirement contributing to professional and personal ethical behaviour; penalties apply for any willful breaches.

3 Relevance

Key Elements	Practices
3.1 Promoting the use of statistics	3.1.1 Awareness-raising and statistical advocacy activities, including on social media, including in schools, communities, business associations etc. are undertaken to raise awareness about the role and importance of statistics in society and to promote more and better use of statistics. 3.1.2 The statistical products and services are marketed and promoted. 3.1.3 Users are assisted in articulating their needs and interpreting and understanding statistics. 3.1.4 Regular and positive relationships are maintained with the news media in their roles as analysts and disseminators of statistical information. 3.1.5 An access to information policy is developed by all statistics producers, kept up to date and is made publicly available.
3.2 Consulting with users	3.2.1 The broad spectrum of users is identified and effective machinery is maintained for consulting with them, identifying their needs and wishes in terms of engagement, their actual uses of statistics, their views and satisfaction with regard to statistical outputs and services, data quality and fitness for purpose, periodicity and timing of outputs, presentation of data, associated commentary, datasets and metadata; such machinery may include user-producer meetings, focus groups, surveys, questionnaires in outputs, feedback on websites, and other techniques. 3.2.2 Users are consulted before introducing new statistics or making changes in statistics (for example, to coverage, definitions, methods or publications). 3.2.3 Outcomes of consultations are published.
3.3 Responding to user needs	3.3.1 Systematic statistical planning is undertaken incorporating priority-setting based on user needs. 3.3.2 All statistical publications are published in English as Namibia's official language; translating into local languages is undertaken to suit specific communications requirements. 3.3.3 Data collections and outputs are aligned and updated to respond to user needs ensuring relevance of the data produced in terms of scope, coverage, reference period, geographic detail, classifications and types of data e.g. unadjusted data, seasonally adjusted data, ratios index numbers etc. 3.3.4 Statistics/administrative records not routinely disseminated (micro-data and alternative arrangements of published data) are made available upon request, under a legal framework including provision for confidentiality.
3.4 Distribution by gender, disability, region and similar socioeconomic features (see footnote 1 above)	3.4.1 Statistical series are presented with break-downs according to gender, disability, region and similar socioeconomic features in as much detail as is reliable and practical and subject to legal and confidentiality constraints.
3.5 Monitoring user needs	3.5.1 A user satisfaction survey is conducted annually covering the statistics producers in the NSS and the full range of user group.

4. Coherence and comparability

Key Elements	Practices	
4.1 Setting statistical standards	4.1.1	Statistical standards and policies, based on international or national practices are set by the NSA, in consultation with all components of the NSS, to ensure quality data and consistency among producers in practices and results, or in the absence of NSA standards, international or other agreed standards are followed.
4.2 Producing statistics in accordance with appropriate national and international standards and classifications	4.2.1	Production of statistics is done according to the standards, policies and classifications set down under 4.1.1 above ensuring quality data and promoting comparability of data.
	4.3.1	The scope of the statistics is broadly consistent with accepted standards, guidelines, or good practices (national, international) to ensure comprehensiveness.
4.3 Comprehensiveness/scope	4.4.1	The recording basis follows international recommendations: -Market prices are used to value flows and stocks. -Recording is done on an accrual basis. -Grossing/netting procedures are broadly consistent with internationally accepted standards, guidelines, or good practices.
4.4 Basis for recording	4.5.1	Common frameworks, standards, scope, concepts, sampling frames, questions, definitions, statistical units, classifications, and methodologies, including for data collection and processing, are in use to promote comparability of data.
	4.5.2	The set of statistics is consistent within the dataset.
	4.5.3	The set of statistics is consistent or reconcilable over a reasonable period of time.
4.5 Consistency	4.5.4	The set of statistics is consistent or reconcilable with those in related fields, or obtained through other data sources.

5 Accuracy and reliability

Key Elements	Practices	
5.1 Standards are followed	5.1.1	Procedures are in place to promote and ensure the standards set by the NSA or other applicable standards in the absence of NSA standards, are fully complied with by the statistics producers, including possibly through the use of statistical audits of major statistical fields.
5.2 Appropriate source data	5.2.1	The obligation for statistical reporting (by providers of data) is clearly specified in law or is an established norm or practice.
	5.2.2	Access to administrative records (among government institutions) for statistical purposes is clearly specified in law or is an established norm or practice.
	5.2.3	Source data (whether surveys or administrative records) reasonably approximate the definitions, scope, classifications, valuation, and time of recording required and are reviewed from time to time.
	5.2.4	Source data are timely.
	5.2.5	Relationships are maintained with collectors of administrative records to promote actively the meeting of statistical purposes in the design of administrative systems in order to enhance the statistical potential of administrative records and reduce response burden on providers.
	5.2.6	Administrative sources are used to the maximum extent possible to meet the needs for statistics and limit recourse to direct surveys, subject to their suitability for the purpose of being consistent with the statistical output required, and with appropriate safeguards including securing the confidentiality of personal information.

5 Accuracy and reliability continued

Key Elements	Practices	
5.3 Compiling, producing, and analyzing statistics in a scientific manner	5.3.1	Decisions about compiling, producing, and analyzing statistics are impartial and objective and comply with good statistical practice.
	5.3.2	Standard survey frames for major populations are maintained to ensure high quality and comprehensive coverage e.g. the business register, the frames for population and household surveys, and used by all producers as appropriate
	5.3.3	Regular training courses are run for staff in production units for all statistical production stages, data collection, data editing, imputation etc.
	5.3.4	Guidelines, manuals, handbooks, and recommended practices are available to staff.
	5.3.5	Data collection instruments are well designed and tested.
	5.3.6	State-of-the-art data collection/capturing techniques and processes that ensure quality and speed of the process are used.
	5.3.7	Sound survey and sampling methods and administrative records which are consistent with the statistical requirements are used (which may include complete enumeration).
	5.3.8	Data collection and processing employ sound statistical techniques e.g., data capture/collection, follow-up on non-response, data entry, data integration from various sources, classifying and coding, review, validate and editing, imputing for missing or unreliable data, deriving new variables and statistical units.
	5.3.9	Other statistical procedures employ sound statistical techniques. E.g. estimating, aggregating, finalizing data files, statistical analysis, assessment and validation of intermediate and draft final outputs, apply disclosure control, preparing outputs, review of tables, and dissemination, and archiving of data and metadata
	5.3.10	Sample survey results are routinely assessed, e.g., for, where applicable: sampling error, non-response rates and non-sampling error and any other source accuracy or consistency problem; the results of the assessments are monitored and made available to guide statistical processes.
5.4 Regular reviews and evaluations	5.4.1	Regular reviews and evaluations of data at all stages of the statistical process and final outputs are undertaken to achieve continuous improvement in statistical processes and outputs.
5.5 Revision studies and practices	5.5.1	Studies and analyses of revisions are carried out routinely and used internally to improve statistical processes and are made public.

6 Timeliness

Key Elements	Practices	
6.1 Periodicity	6.1.1	Periodicity follows dissemination standards of the IMF General Data Dissemination System (GDDS) (or the SDDS when subscribed to) or in the absence of a GDDS or SDDS standard, a standard as set by the NSA in consultation with the producer and users.
6.2 Timeliness	6.2.1	Statistics are disseminated in a timely manner; timeliness follows dissemination standards of the GDDS (or the SDDS when subscribed to), or in the absence of a GDDS or SDDS standard, a standard as set by the NSA in consultation with the producer and users (an advance release calendar is published).
6.3 Punctuality	6.3.1	Each phase of the collection through dissemination process Data collection, Data processing, Data analysis and review Data release is achieved according to a clear time-plan to ensure punctual delivery of outputs:

7 Clarity

Key Elements	Practices	
7.1 Data presentation	7.1.1	Statistics are presented in a clear, understandable, informative, unbiased and easy-to-use form using sound statistical techniques; formats are adopted for the presentation of statistics which include graphs, tables and maps that enhance clarity, interpretability and consistency.
	7.1.2	Analysis, comparisons, and clear and easily readable explanatory text of key findings of the data are included in all outputs.
	7.1.3	Statistical outputs from various statistics producers are standardized in terms of elements such as metadata, classifications, reference periods, geographic divisions to maximize their usefulness for analysis.
7.2 Metadata presentation	7.2.1	Metadata, that is documentation on scope, concepts, definitions, classifications, basis of recording, data sources, and statistical techniques/methodology, is prepared and maintained up-to-date according to standardized metadata systems in line with international recommendations such as the Data Documentation Initiative, and openly made available to users; this facilitates proper understanding and interpretation of data and assessment of its quality and overall suitability for a user's purposes including any limitations of the data.
	7.2.2	Levels of detail of metadata are adapted to the needs of the intended audience.
	7.2.3	Differences/deviations from internationally accepted standards, guidelines, or good practices are annotated.
	7.2.4	A central metadata repository is maintained.
	7.2.5	A Glossary of statistical concepts/terms is maintained and available to users.
	7.2.6	Staff are trained on metadata preparation and dissemination.
7.3 Preliminary results and revisions	7.3.1	Preliminary results of acceptable aggregate accuracy are published when considered useful, are clearly identified and their quality explained.
	7.3.2	Well established and transparent procedures are followed for revisions; revised data are published on a regular and transparent schedule, and clearly identified.
	7.3.3	A statement explaining the nature and extent of revisions is provided at the same time that the data are released.
7.4 Research and development	7.4.1	Research and development of statistical methods and techniques to enhance the value of statistics to users are conducted and results published.
7.5 Assistance to users	7.5.1	User support services are in place to respond to special requests and to provide assistance about data (including access issues); this is done promptly and by knowledgeable staff; services are publicized.
	7.5.2	The name and contact details of the responsible statistician is included in statistical reports.

8 Accessibility

Key Elements	Practices
8.1 Data and metadata accessibility	8.1.1 Statistics that are /compiled/produced are actually published for public use. 8.1.2 The availability and location of statistics is publicized so that they are easy to find. 8.1.3 A range of dissemination media are used utilizing the most effective modes of dissemination of statistics for the Namibian environment (publications, documents, electronic (and specifically a website), press releases, press conferences, workshops, email messages, depending on user preferences and including maintaining a statistics library/resource centre/central repository with public access, and maintaining regional offices. 8.1.4 Links among the websites of the statistics producing organizations are provided for easy access to their statistics. 8.1.5 Websites are developed with statistics dissemination and download orientation including an interactive database. 8.1.6 Metadata is readily available along with the data in various media. 8.1.7 The NSA encourages all statistics producers to supply copies of all their paper-based and electronic outputs, including metadata, to the NSA for holding in the central repository which is also accessible to users 8.1.8 Delete pending investigation if public records legislation exists) 8.1.9 Delete pending investigation if national archiving exists) 8.1.10 Data and metadata are archived by the statistics producer and archiving employs sound statistical techniques. 8.1.11 While encouraging and promoting the use of its outputs the NSS protects the Government's intellectual property rights in those outputs; this Policy involves requiring users to acknowledge the producer by appropriate citation, 8.1.12 The NSS protects the government from liability arising from, or connected to, the use of any material published by the NSS; this policy involves stating liability limitations in publications and on websites.
8.2 Pricing policy	8.2.1 A pricing policy is developed, kept up-to-date and publicized. 8.2.2 The pricing policy is not a barrier to access to statistics. 8.2.3 All regular statistical reports are released on the internet without charge to the user. 8.2.4 Printed publications are provided either free of charge or at a price limited to recovery of dissemination costs. 8.2.5 Pricing policy is made public and the same for all users except that publications are provided free of charge to members of parliament, the media, public libraries, government ministries, agencies, offices, international organizations, and other institutions as might be agreed under specific circumstances. 8.2.6 For any supplementary statistical services for which a charge is made, clear pricing policies are adopted that comply with legislation and relevant policy.
8.3 Assistance to users	8.3.1 Merged with 7.5.1 as cannot distinguish between contacts for data and access to it. 8.3.2 Catalogues/inventories of publications, surveys, administrative records, outputs, official statistics, spatial data and other services exist and are up-to-date and readily available to users.

Annex 2 Explanation of Quality Dimensions and Key Elements

1 Institutional environment: refers to the institutional and organizational conditions that have an impact on the collection, production and dissemination of statistics and their quality. It includes:

1.1 Legal environment: the existence of an authoritative mandate for government statistical agencies to collect data.

1.2 Coordination of the National Statistical System: arrangements among the various government agencies with statistical or statistics-related activities concerning data sharing, sharing of technical information and good practices, coordinating survey programmes, using common standards and approaches, participation in international statistical developments and other activities.

1.3 Professional independence in statistical operations: the arrangements in place whereby the Statistician-General and heads of statistics units in statistics producing institutions are independent from other policy, regulatory or administrative departments and bodies, as well as from private sector operators, and potential conflict of interest.

1.4 Respect for providers of raw data: the legal mandate for data collection agencies to collect data and the arrangements in place between statistics collecting agencies and the providers of raw data that respect the time and resources of data providers and maximize the provision of good raw data by the providers.

1.5 Privacy and confidentiality: the existence of a legal requirement for collectors of statistical data to guarantee the privacy of data providers (individuals, households, government bodies, undertakings, including enterprises or any other organizations and other respondents) and the confidentiality of their individual information, the arrangements they put in place to achieve this, and the communication of those arrangements to providers to maximize the quality of raw data provided.

1.6 Resource availability: the adequacy of staff, physical infrastructure, information and communications technology, administrative and logistical capability, statistical infrastructure and finance to maintain the statistical programmes on a sustainable basis.

1.7 Efficient use of resources: arrangements in place to ensure maximum value is obtained from the available resources.

1.8 Overall quality commitment and management: the processes and resources that are in place to focus on quality on a continuing basis to achieve stated quality objectives.

2 Objectivity: refers to whether statistics producing institutions carry out their statistical operations with integrity, are impartial and transparent in their operations including dissemination, and whether the staff involved maintain professional and ethical standards.

2.1 Institutional integrity: the values and practices of the collection and publishing organizations and their employees (that they are impartial and objective and comply with good statistical practice) that ensure that the public interest should prevail over organizational, political or personal interests and help maintain user confidence in those organizations and the statistics they produce.

2.2 Impartial dissemination: making decisions on dissemination in an impartial, objective, professional and transparent manner and complying with good statistical practices.

2.3 Transparency in compilation, production and analysis: making available to the public information about (i) the statistical processes and methodology and any changes in them, and (ii) revisions and errors; and labelling factual statistical releases and ministerial/ governmental statements related to them as such.

2.4 Professional and ethical standards: involves producers and their staff following the Code of Practice, staff following the Employee Code of Conduct, and staff signing and adhering to the Oath of Office and Secrecy, Schedule 2 Section 45 of the Statistics Act, 2011 and any other applicable requirement.

3 Relevance: reflects the degree to which the statistics meet the real needs of users; it deals with whether the statistics shed light on the issue(s) of concern to the users.

3.1 Promoting the use of statistics: efforts made to (i) expand the capability of users to benefit from statistics, (ii) promote more and better use of statistics and (iii) articulate user needs; and maintain relationships with the media to expand the availability and understanding of statistics and their value.

3.2 Consulting with users: producers knowing who their users are and having in place effective machinery to consult with them on their needs and satisfaction with statistical products and services.

3.3 Responding to user needs: the extent to which the data produced meet user needs in terms of scope, coverage, reference period, geographic detail, classifications and types of data e.g. unadjusted data, seasonally adjusted data, ratios, index numbers etc.

3.4 Distribution by gender, disability, region, and similar socio-economic features (See footnote 1 above): the provision of breakdowns of the statistics of specific interest in the Namibian context.

3.5 Monitoring user needs: keeping track of user needs and the extent to which they are satisfied by the available products and services.

4 Coherence and comparability: refer to the internal consistency of a statistical collection, product or release, as well as its comparability with other sources of information, within a broad analytical framework, and over time, to support analysis; these characteristics are obtained through the use of national and international standards.

4.1 Setting statistical standards: the NSA setting standards for all producers of statistics in the country to follow.

4.2 Producing statistics in accordance with appropriate national and international standards and classifications: the extent to which concepts, definitions and classifications follow accepted standards, guidelines or good practices (national and international).

4.3 Comprehensiveness/scope: the extent to which the scope of data sources and the statistical methodology and processing and dissemination decisions, based on accepted standards, guidelines or good practices (national and international) result in statistics that cover the whole of the target populations.

4.4 Basis for recording: the extent to which international recommendations are applied to valuing stocks and flows for statistical purposes.

4.5 Consistency: the internal consistency of a statistical collection, product or release, its consistency over time, and its comparability with data in related fields or obtained through other data sources is maintained to support analysis.

5 Accuracy and reliability: Accuracy and reliability refer to the degree to which the data correctly describe the phenomenon they were designed to measure. This is an important component of quality as it relates to how well the data portray reality; it relates to the closeness between the estimated and true (unknown) values.

5.1 Standards are followed: the procedures that are in place to promote and ensure that the designated statistical standards are followed.

5.2 Appropriate source data: the extent to which source data used is appropriate to measure the phenomenon of interest in terms of the scope, definition, classification and other characteristics of the source data; and the use of administrative records to the maximum extent possible subject to their appropriateness and securing the confidentiality of personal information.

5.3 Compiling, producing and analysing statistics in a scientific manner: the extent to which decisions about compiling, producing, and analysing statistics are impartial and objective and comply with good statistical practice; sound statistical techniques are used, and sample survey results are routinely assessed.

5.4 Regular reviews and evaluations: the undertaking of regular reviews and evaluations of intermediate results and final outputs are to achieve continuous improvement in statistical processes.

5.5 Revision studies and practices: the carrying out of studies and analyses of revisions to improve the statistical processes.

6 Timeliness: Timeliness has three elements firstly the periodicity of data i.e. as to whether the reference period is a month, quarter or some other periodicity or one-off or occasional; secondly it refers to the delay between the reference period (to which the data pertain) and the date at which the data become available; and thirdly the delay between the advertised date and the date at which the data become available (i.e., the actual release date).

6.1 Periodicity; the reference time period covered by the data or the reference date to which the data apply; the extent to which periodicity meets needs or a standard.

6.2 Timeliness: the delay between the reference period (to which the data pertain) and the date at which the data become available; the extent to which timeliness meets needs or a standard.

6.3 Punctuality: the delay between the advertised date (perhaps as per an Advance Release Calendar) and the date at which the data become available (i.e., the actual release date); the extent to which availability is achieved according to plan.

7 Clarity: refers to the ease with which a user can understand the data due to its form of presentation such as in tables, graphs etc. and the availability of information to help provide insight into the data such as metadata and written statistical analysis. Metadata includes documentation on scope, concepts, definitions, classifications, basis of recording, data sources, statistical techniques/ methodology, and measures of the accuracy of the information.

7.1 Data presentation: the extent to which statistical presentations combine tables, graphs, maps and analysis that enhance clarity, interpretability and consistency.

7.2 Metadata presentation: the extent to which metadata is prepared and maintained up-to-date according to standardized metadata systems in line with international recommendations such as the Data Documentation Initiative, and openly made available to users; and differences/deviations from internationally accepted standards, guidelines, or good practices are annotated.

7.3 Preliminary results and revisions: the extent to which preliminary results of acceptable aggregate accuracy are published when considered useful, are clearly identified and their quality explained; well established and transparent procedures are followed for revisions; and revised data are published on a regular and transparent schedule, and clearly identified and explained to help users.

7.4 Research and development: the undertaking of research and development of statistical methods and techniques to enhance the value of statistics to users are conducted and results published.

7.5 Assistance to users: the producer providing prompt and knowledgeable user support services on the substance of the statistics.

8 Accessibility: refers to the ease with which data and metadata can be obtained from the producer or other outlet.

8.1 Data and metadata accessibility: the extent to which data and metadata are made available to the public; the availability and location of statistics are publicized, the appropriateness of the media used to disseminate the data including the internet, and archiving of data and metadata to ensure its future availability.

8.2 Pricing policy: the financial conditions under which users are permitted to access the statistics.

8.3 Assistance to users: the producer providing user support services on the technical aspects of accessing the statistics.

Annex 3 Pro forma rating form for quality assessment

Quality Dimension

Key Component	Specified Practice	Substantially in place	Partially in place	Not in place	Not applicable	Comments and requirements to be judged as Substantially in place