

Table of Contents

ABBREVIATIONS AND ACRONYMS	6
PART I: OBJECTIVES, CONTENT AND CONCEPTS	7
1 Introduction	7
1.1 EHQR Objectives	7
1.2 EHQR Users and Uses	7
1.3 Changes from Previous Version	8
1.4 Types of Statistical Process	8
1.5 Content of Document	10
1.6 Terminology	10
2 General Quality Concepts and Assessment Methods	11
2.1 Introductory Remarks	11
2.2 International Quality Management Concepts	11
2.3 Developing Quality Management Systems in the ESS Context	14
2.4 Quality Policies, Models, Standards and Guidelines in the ESS	15
2.5 ESS Quality Assessment Methods	19
2.6 Quality Reporting Structure	22
2.7 Types of Quality Report	23
2.8 Role of Quality Reporting	25
PART II: GUIDELINES FOR QUALITY REPORTS	26
1 Introduction to the Statistical Process and Its Outputs	26
2 Relevance	28
2.1 For All Statistical Processes	28
2.2 For Statistical Processes Using Administrative Source(s)	29
2.3 Price Index Processes	29
2.4 For Statistical Compilations	30
2.5 Quality and Performance Indicators and Summary	30
3 Accuracy	32
3.1 Overall Accuracy for All Statistical Processes	32
3.2 For Sample Surveys	35
3.3 For Censuses	57
3.4 For Statistical Processes Using Administrative Source(s)	58
3.5 For Statistical Processes Involving Multiple Data Sources	60
3.6 For Price and Other Economic Index Processes	62
3.7 For Statistical Compilations	63
3.8 Some Special Issues Concerning Accuracy	67
4 Timeliness and Punctuality	74
5 Accessibility and Clarity	78
6 Coherence and Comparability	82
6.1 Types of Coherence/ Comparability	83
6.2 Reasons for Lack of Coherence/Comparability	84
6.3 Assessment and Reporting	86
6.4 Examples	90
6.5 Quality and Performance Indicators and Summary	92
7 Trade-offs between Output Quality Components	94

7.1	Trade-off between Relevance and Accuracy	94
7.2	Trade-off between Relevance and Timeliness	94
7.3	Trade-off between Relevance and Coherence.....	95
7.4	Trade-off between Relevance and Comparability over Time	95
7.5	Trade-off between Comparability over Region and Comparability across Time	95
7.6	Trade-off between Accuracy and Timeliness.....	95
7.7	Quality and Performance Indicators and Summary	95
8	Assessment of User Needs and Perceptions.....	97
8.1	Understanding and Classifying Users	97
8.2	Measuring User Perceptions.....	100
8.3	Quality and Performance Indicators and Summary	101
9	Performance, Cost and Respondent Burden.....	103
9.1	Cost.....	104
9.2	Respondent Burden	105
9.3	Quality and Performance Indicators and Summary	107
10	Confidentiality, Transparency and Security	109
10.1	Confidentiality.....	109
10.2	Transparency	109
10.3	Security.....	109
10.4	Quality and Performance Indicators and Summary	110
11	Conclusion.....	111
PART III: REFERENCE MATERIAL		112
1	Bibliography.....	112
1.1	International Quality Standards.....	112
1.2	ESS Quality Reference Documents.....	112
1.3	Other References	114
2	Copies of Key Documents.....	117
2.1	UN Fundamental Principles of Official Statistics	117
2.2	ESS Quality Declaration	119
2.3	European Statistics Code of Practice	121
3	ESS Legislation Referring to Quality Reporting.....	128
3.1	Labour Force Survey	128
3.2	Short-term Business Statistics	128
3.3	Structural Business Statistics	128
3.4	Labour Costs Statistics	128
3.5	Labour Costs Index	129
3.6	Other Regulations.....	129
4	Glossary of Terms	130
5	Quality and Performance Indicators.....	133