

The quality¹ of the French Official Statistical Service (SSP) is ensured on three levels:

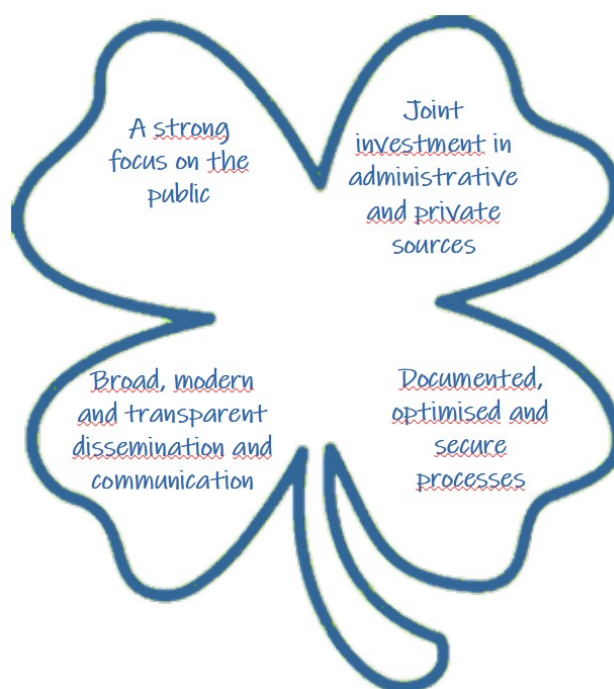
- An SSP quality policy, namely

"Integrating quality into processes with a view to security and efficiency"

- A quality strategy, defined as the route to achieving the target set in the quality policy. It also forms part of a logic of continuous improvement and is based on guidelines (axes and themes);
- Roadmaps, which break the axes and themes of the Quality Strategy down into operational actions.

The Quality Strategy 2022–2027 is based on four non-hierarchical axes. Each axis is broken down into themes, introduced by a short text summarising the context and the challenges. Each theme is linked to one or more of the principles of the European Statistics Code of Practice.

For each theme, actions for improvement are included in the INSEE and Ministerial Statistical Departments (SSM) roadmaps. These actions are taken from the European action plan established following peer recommendations during the third review and the areas for improvement identified during discussions with the services. The latter can be either pooled (undertaken by the SSP as a whole) across the entirety of the SSP or generic (applicable for a given stakeholder in a particular context). A common feature of many of the actions could be to seek out and benefit from experience and practices at both national and international level. In this regard, success stories will benefit from greater value with a view to increasing their knock-on effect.



The INSEE and MSD roadmaps will follow the structure of the Quality Strategy, integrating the relevant actions from the European action plan and actions specific to the entity concerned. The latter could be included in additional themes or axes not considered in the current framework.

Finally, a clause requiring a mid-term review will allow the actions to be updated depending on the context.

Warning: the proposed axes and themes are levers for improvement and in no way imply that no action has been taken in this regard. Conversely, there is also other work that contributes to the quality of official statistics that is not included here.

¹ Quality is understood here within the meaning of the European Statistics Code of Practice (CoP) and the challenge is to improve our compliance with its principles through our practices.

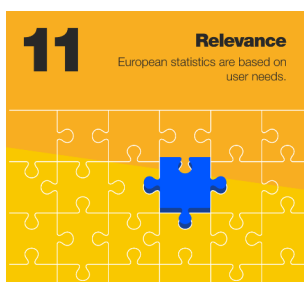
A strong focus on the public

Assuring the public of the proportionate, relevant and confidential use of data collected



The SSP informs its audiences of the measures taken in order to comply with the legislation in force (GDPR and the Law on Data Processing, Data Files and Individual Liberties) in connection with the protection of the personal data used to draw up official statistics, in particular by the INSEE website. However, there is a need for a more pedagogical presentation of this complex subject, drawing inspiration from foreign examples, for instance. Against the backdrop of an expansion of the data being used by the SSP, it is useful to develop means of boosting public confidence in the use of the data collected, particularly with regard to maintaining confidentiality and ensuring their social acceptability.

Better understanding the needs of users of official statistics



Knowledge of user requirements is a prerequisite for defining effective and relevant production and dissemination within the meaning of the Code of Practice. It assumes that the key characteristics of the main categories of users have been identified, with the data being gathered by means of the channels that they use to express their needs.

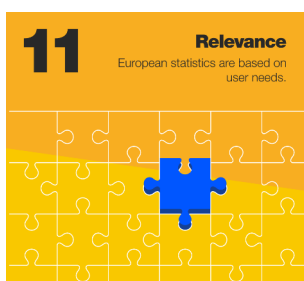
The mid-term exercise of the National Council for Statistical Information (CNIS) 2024–2028 will provide guidelines that will inform the thinking of the Official Statistical Service in this regard. The collective approach that will be initiated will allow users to express their needs and producers to present their work programmes.

Strengthening links with researchers



In recent years, the amount of micro-data accessible to researchers and the associated access protocols have been significantly improved by official statistics, in particular through the use of a Secure Data Access Centre (CASD) and the Quetelet-Progedo Diffusion network. The role of the Statistical Confidentiality Committee has also been strengthened with regard to the approval of requests to access data from anywhere within the Official Statistical Service (SSP) and, where appropriate, administrative data held by other administrations. However, efforts should be continued to allow researchers to benefit from even greater access to the databases used within the SSP. Collaborations between the SSP and research will be further developed (chairs, NRA projects, etc.), drawing inspiration from good practices identified internationally, particularly when developing the dialogue.

Diversifying the systems used to measure user satisfaction



Measuring satisfaction is an essential step in identifying needs and assessing the quality of the service provided. The system for listening to and consulting users at INSEE has multiple aspects and is based on actions carried out at both national and regional level. It uses a number of different channels (website, INSEE Contact service, meetings with public stakeholders, etc.) and concerns publications, statistical data, navigation and access to data on the website, etc. However, there are some areas for improvement. The Official Statistical Service (SSP) will in particular undertake actions to develop and vary the systems used to measure satisfaction, making use of new quantitative and/or qualitative methods targeting some or all of the different categories of users (institutional partners, local authorities, researchers, the general public, etc.).