Quality Policy

Central Statistical Bureau of Latvia

Purpose of the Policy

The Quality Policy (hereinafter referred to as the Policy) of the Central Statistical Bureau (hereinafter referred to as the CSB) defines the organisation's quality management principles and demonstrates management's commitment to fostering a culture of quality throughout the organisation. It promotes the systematic management of processes, decisions, and services through the application of international standards, data-driven approaches, risk-based thinking, and continuous improvement. The Policy supports the achievement of the objectives set out in the CSB's operational strategy Data Supporting Latvia's Growth (available in Latvian only).

At the CSB, quality is understood as the provision of reliable and timely data, as well as official statistical products and services, that meet users' needs and create value for society, data users, respondents and other interested parties.

The Policy provides a framework for establishing and reviewing quality objectives and ensures a consistent approach to implementing the quality management system throughout the organisation.

Quality management principles:

1. Customer-focused provision of high-quality, objective and standards-based statistics, and effective data governance.
2. Integrated process and service management – we manage the organisation as a system of interconnected processes and services by defining ownership, responsibilities, performance outcomes, quality indicators, and customer satisfaction measures, while enhancing efficiency, improving service quality, and reducing administrative burden.
3. Data- and risk-based decision-making – we make decisions based on data, evidence, and risk assessment, systematically identifying and managing risks while recognising and leveraging opportunities.
4. Continuous improvement and innovation – we systematically improve our quality management system, processes, and services by fostering innovation and digitalisation while promoting employee engagement and competence development.
5. Collaboration and partnership – we build trusted relationships with data users, respondents, holders of administrative data, and other interested parties, strengthening partnerships, promoting efficient data exchange, and creating value for society.

Management Commitment

Through its actions and decisions, CSB management ensures the effective functioning of the quality management system, provides strategic direction for the organisation, promotes a quality-oriented organisational culture, and actively contributes to its continual improvement. The management of the CSB commits to:

- ensuring alignment between the Policy, quality objectives, and the CSB's operational strategy;
- ensuring compliance with legal and regulatory requirements applicable to the organisation, ISO 9001, the European Statistics Code of Practice, and other applicable requirements;
- providing the resources required to maintain and continuously improve the quality management system;
- fostering employee engagement, collaboration, competence development, and accountability for quality;
- making decisions based on data, evidence, and risk assessment;
- regularly reviewing the effectiveness of the quality management system and ensuring its continual improvement.

Implementation of the Policy

The Policy applies to all CSB employees. Each employee is responsible, within the scope of their competence, for upholding quality principles and supporting the continuous improvement of processes. Managers ensure that quality management principles are integrated into planning, process management, risk management and decision-making, supporting the continual improvement of the quality management system.

Director General of the Central Statistical Bureau
Raimonds Lapiņš



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