



QUALITY POLICY

Vision: The CSB is a modern, innovative statistical institution, leader in providing qualitative statistics at national level.

Mission: To provide users of statistical information with independent and high-quality official statistics for decision-making, research and discussion.

To ensure quality policy, the CSB bases its activity on the following **values:** knowledge, cooperation, openness, the rule of law and responsibility. Our core value is highly-educated, professional, honest and reliable, quality and goal-oriented personnel possessing excellent communication skills.

The CSB complies with the European Statistics Code of Practice and generic quality management principles, as well as undertakes to comply with requirements of binding legislative acts, continuously improve activity and be active part and reliable cooperation partner of European Statistical System.

Priorities of the CSB are:

- Timely perception of new economic phenomena (including globalization, innovations, migration flows, climate changes, development of digital information) and production of statistics on it.
- Partnerships with data providers, owners of new data sources and data users. Raise of professionalism, efficiency and quality of work.
- Timely production and dissemination of statistics oriented to changing needs of data users. Active informative support to experts analysing processes taking place in society, as well as partnership with research community.
- Modernization of the CSB, implementing the Generic Statistical Business Process Model in the organization of work.
- Further implementation of the principle "Consult at First", moving towards united customer support service, surveillance of regular administrative burden with progress towards reduction thereof, active communication with the CSB data users on satisfaction with the statistics available and new data needed.
- Coordination of development processes of National Statistical System.
- Continuous introduction of efficiency-enhancing innovative solutions in production of statistics.
- Efficient management of the CSB resources, enhancing professional competences of employees and constantly moving towards optimization of institution support functions, digitalization of services and strengthening of e-solutions, including movement towards *paperless* office.

President of the Central Statistical Bureau of Latvia