



INSTITUTO NACIONAL DE ESTATÍSTICA
STATISTICS PORTUGAL

Quality Charter | 2014

Excellence
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Message from the President

Statistics Portugal is recognized as the reference entity at national and international level for the production of Portuguese official statistics.

Statistics Portugal, comprising all staff members carrying on their professional activity, is recognised as the reference entity at national and international level for the production of Portuguese official statistics. Integrating the indirect State administration, it is unequivocally geared towards providing a very relevant public service to the Society at large.

The recognition of the specificity and relevance of its activity is envisaged in the Mission undertaken by Statistics Portugal, the Vision sets its strategy, in the context of the General Guidelines of Official Statistical Activity for 2013-2017, and the Values govern staff members' activity.

An entity with the Mission and relevance of Statistics Portugal should necessarily elect 'Excellence' as its ambition, to be pursued on an ongoing basis and with determination.

This Quality Charter is a testimony of a strong desire of all those who in Statistics Portugal pursue such ambition. Through commitments that are consciously undertaken towards information providers (respondents), users, and citizens in general, Statistics Portugal takes responsibility for production and release of high-quality statistics that Society needs at all times, at the lowest possible cost.

The path is not easy. We lack resources in view of the vastness of and demand for quality of the Mission that we have embraced. Individual effort required is often too high.

However, achieving 'Excellence' is a challenge that all of us in Statistics Portugal always want to face, and, mostly want to win!

Society's acknowledgement of our rigorous work is an important part of the retribution we look for and deserve.

The President



Presentation

Statistics Portugal is the key organisation responsible for the production and dissemination of official statistics in Portugal, and ensures supervision and technical and scientific coordination of the National Statistical System, within a framework of technical independence, rigour, and increasing needs of an ever-changing society, for which information has become a key instrument for promoting economic and social development and for the quality of Democracy.

This 'Quality Charter' formally expresses a public commitment that Statistics Portugal has undertaken as regards the quality of the official statistics it produces and disseminates and the services it provides. It makes it clear and targeted to information providers/respondents, to customers/users, and to all interested citizens.

All those who carry on their professional activity at Statistics Portugal are seriously committed to complying with their MISSION, wish to fulfil the established VISION,

and their professional attitude is governed by the assumed VALUES.

Hence, commitments undertaken, insofar as they incorporate individual skills, attitudes, and behaviours, are a reliable guarantee of the high-quality public service that Statistics Portugal provides to the whole Society in what concerns statistics.

The Quality Charter of Statistics Portugal is a dynamic document, open to Society's growing demand for statistics and to the innovation

offered by statistical science and information and communication technologies.

This Quality Charter will guide the activity of Statistics Portugal as long as these commitments prevail.

April 2014.



Statistics Portugal: Legal and ethical framework

LEGAL AND ETHICAL FRAMEWORK

Statistics Portugal is a public institute with a special regime integrating the indirect State administration, endowed with administrative autonomy, and integrating the organisational structure of the Presidency of the Council of Ministers.

It has its Head Office in Lisboa, and its activities are carried on throughout the whole Portuguese territory, with Delegations in Porto, Coimbra, Évora, and Faro. To produce national statistics, the Regional Statistical Office of Açores and the Regional Directorate of Statistics of Madeira act as Delegations of Statistics Portugal under the Law governing the National Statistical System.

Statistics Portugal's activity is governed by the specific national and European legal framework.

PORTUGUESE LEGAL FRAMEWORK

Within the Portuguese legal framework, Statistics Portugal's activities are governed by the following legal acts:

- ◇ Law No 22/2008 of 13 May - Law governing the National Statistical System;
- ◇ Decree-Law No 126-A/2011 of 29 December - Organic Law of the Presidency of the Council of Ministers;
- ◇ Decree-Law No 136/2012 of 2 July - Organic Law of Statistics Portugal;
- ◇ Executive Order No 432/2012 of 28 December - Statutory Laws of Statistics Portugal.

Law governing the National Statistical System

Key principles

Statistical authority

Provision of information to statistical authorities for the production of official statistics shall be obligatory and free of charge.

Information supplied to statistical authorities shall only be used for statistical purposes.

Statistical authorities shall seek to limit the burden on information providers, resorting where possible to use of administrative data.

Technical independence

Statistics shall be produced with technical independence, without prejudice to compliance with the rules laid down by the National Statistical System (NSS) or the European Statistical System (ESS).

Statistical confidentiality

Statistical confidentiality shall aim at safeguarding citizens' privacy and ensuring trust in the NSS.

All individual data collected are confidential, and thus shall be covered by professional secrecy as regards all those handling them.

Violation of statistical confidentiality shall be considered a very serious administrative offence, subject to penalty under the Law.

Quality

Official statistics shall comply with national and international statistical quality standards.

Statistical accessibility

Statistical authorities shall have the power to make available and release the output of their activities, without prejudice to compliance with statistical confidentiality.

Official statistics are considered a public good, and thus they shall be free of charge.

The availability of official statistics shall be integrated, accurate, timely and punctual, accompanied by the respective statistical metadata.

Cooperation among statistical authorities

Statistical authorities shall develop the types of cooperation deemed necessary to the strict performance of their tasks within the scope of the NSS.

EUROPEAN LEGAL FRAMEWORK

Within the European legal framework, Statistics Portugal's activities are governed by the following instruments

- ◊ Regulation (EC) No 223/2009 of the European Parliament and of the Council of 11 March on European statistics, which established the legal framework governing the European Statistical System for developing, producing and

disseminating European statistics, under which statistical authorities shall also govern their activities.

- ◊ Specific sectoral and crosscutting European Regulations.

- ◊ European Statistics Code of Practice (ESCP), 2011 version, adopted by the European Statistical System Committee, a self-regulatory instrument, whose

main purposes are: (i) to improve trust and confidence in European statistical authorities, reinforcing their independence, integrity and accountability; and (ii) to reinforce the quality of the statistics they produce.

The European Statistics Code of Practice

Principles:

Institutional Environment

- 1 Professional Independence
- 2 Mandate for Data Collection
- 3 Adequacy of Resources
- 4 Commitment to Quality
- 5 Statistical Confidentiality
- 6 Impartiality and Objectivity

Statistical Processes

- 7 Sound Methodology
- 8 Appropriate Statistical Procedures
- 9 Non-excessive Burden on Respondents
- 10 Cost Effectiveness

Statistical Output

- 11 Relevance
- 12 Accuracy and Reliability
- 13 Timeliness and Punctuality
- 14 Coherence and Comparability
- 15 Accessibility and Clarity

Statistics Portugal has adopted the European Statistics Code of Practice, its Values falling within its scope, and actively promotes it amongst all official statistics producers.

In the context of the European Statistical System, and associated with its functioning, in 2007 the

European Parliament and the Council set up the European Statistical Governance Advisory Body – ESGAB.

In line with the European Statistics Code of Practice, ESGAB contributes to ensure the production of high-quality statistics at national and European level. At the same time,

the European Statistical Advisory Committee – ESAC was also set up, guaranteeing the relevance of European statistics and the maintenance of a dialogue that makes it possible to meet user needs.

Mission of Statistics Portugal



THE MISSION OF STATISTICS PORTUGAL IS TO PRODUCE AND DISSEMINATE, IN AN EFFECTIVE, EFFICIENT, AND INDEPENDENT MANNER, HIGH-QUALITY OFFICIAL STATISTICAL INFORMATION RELEVANT FOR THE SOCIETY AS A WHOLE.

The Mission of Statistics Portugal is highly demanding and its activities are under continuous development, improvement and public scrutiny. To remain relevant, statistical information should be aligned with Society's constant changes, identifying new needs and making options whose impact is important to measure.

Statistical operations are developed according to technical and scientific methodologies and international standards that ensure their quality. Its output – statistics – should be released simultaneously to the Society as a whole.



Vision of Statistics Portugal

THE VISION OF AN ORGANISATION IS AN EXPRESSION OF ITS AMBITION WITHIN A GIVEN TIME HORIZON, THUS IMPLICITLY DEFINING THE PATH THAT IT SHOULD FOLLOW TO ACHIEVE IT.

In 2017 Statistics Portugal will continue to be recognized nationally and internationally as a reference statistical institution:

- as a producer and provider of high-quality official statistical information;
- as an independent and reliable organisation;
- as an entity promoting statistical literacy in society;
- as a committed and efficient entity in international cooperation.

Values of Statistics Portugal



IN ORDER FOR AN ORGANISATION TO FULFIL ITS MISSION AND ACCOMPLISH ITS VISION, ITS STAFF MEMBERS NEED TO SHARE AND ADOPT VALUES THAT REFLECT COLLECTIVE THINKING AND ACTING. Hence, the activity of Statistics Portugal and its staff, in accordance with the Law governing the National Statistical System and the European Statistics Code of Practice, observes the following Values:

- Professionalism, ethics and full observance of confidentiality;
- Technical independence, objectivity and impartiality;
- Commitment to quality;
- Customer-driven orientation and capacity to anticipate future customer needs;
- Efficacy and efficiency in action;
- Respect for primary data providers;
- Creativity and innovation in terms of procedures, products and services;
- High motivation and strong focus on the acquisition of new skills.

OUR COMMITMENTS...



In our relationship with information providers/respondents

Statistics Portugal stresses once again the key importance of information providers/respondents – citizens and private and public institutions – for the production of official statistics.

The confidentiality of information it collects from information providers/respondents is a key principle in performing its activity, materialised in the public commitment undertaken in the Confidentiality Charter to protect – throughout all stages of the statistical process – individual data collected for statistical purposes. Rules are set out therein for safeguarding statistical confidentiality in relation to all data collected for the production of official statistics, through surveys, censuses, or other operations, or from administrative sources.

Where possible, Statistics Portugal resorts to advanced solutions for information collection – telephone, electronic, scanner data, automatic data transmission, etc. – which minimise the burden on information providers/respondents.

It seeks to reduce the statistical burden on information providers/respondents also by resorting to the use of administrative data for statistical purposes, where possible.

STATISTICS PORTUGAL COMMITS ITSELF TO:

- ◊ Collect information from respondents only when such information is indispensable for the production of official statistics;
- ◊ Use the data it collects exclusively for statistical purposes;
- ◊ Ensure the limitation of the overall burden on information providers/ respondents, stemming from surveys, namely through an integrated analysis of all operations and opinions, complaints and suggestions presented or filed by them;
- ◊ Guarantee the confidentiality of the individual data collected from individuals, enterprises, and similar entities (directly through statistical surveys or from administrative sources), safeguarding them from non-statistical use or unauthorised release;
- ◊ Support information providers, providing them with clarifications when filling-in questionnaires addressed to them, through telephone contacts (contact centre) or via e-mail;
- ◊ Continue to have alternative response methods available, so that information providers/respondents can choose those that best adapt to their characteristics and needs, namely in terms of infrastructure and schedules;
- ◊ Make information providers/ respondents aware that their response is essential for the production of Portuguese official statistics;
- ◊ Promote accurate response from information providers/respondents to its surveys;
- ◊ Make administrative data holders aware of their potential importance for the production of official statistics, by making it possible to reduce costs and the burden on information providers/respondents;
- ◊ Ensure that interviewers are duly prepared and can be easily identified through the Statistics Portugal card;
- ◊ Extend the return of statistical information to information providers/ respondents, so that they have a better understanding of results and consequences of their collaboration with Statistics Portugal.



In our relationship with users

The focus on meeting current (and emerging) user needs is one of the Values of Statistics Portugal. Statistics Portugal therefore takes aiming to:

- (i) identify those needs;
- (ii) integrate them in the Annual Work Programmes;
- (iii) release products and services within the framework of the Principles of the European Statistics Code of Practice.

STATISTICS PORTUGAL COMMITS
ITSELF TO:

- ◊ Produce statistical information based on reliable data and relying on sound methodologies recognized as such at national and international level;
- ◊ Improve accessibility to statistical information through the official statistics website and continuously increase the statistical information available therein, namely at the level of territorial breakdown;
- ◊ Introduce in the statistical information disseminated, with greater territorialisation, through the Geographic Referencing Infrastructure;
- ◊ Ensure the timeliness of the statistical information disseminated, reducing to a technically possible minimum the time lag between the reference point of the data collected and the reference point of statistics release;
- ◊ Release statistical information consistent and comparable in terms of space and time, based on common concepts and nomenclatures;
- ◊ Promote statistical literacy;
- ◊ Ensure access to anonymised microdata exclusively to duly accredited entities (researchers, and scientific research organisations, institutions or departments), within the scope of specific scientific projects.



In revising statistical information it releases

The quality of statistical information encompasses several dimensions, among which accuracy and timeliness. Both are essential to be relevant to users.

The need for revision often reflects an attempt to strike a balance, which is not always easy, between on the one hand releasing statistical information as updated as possible, and on the other ensuring high standards of accuracy and rigour.

The introduction of methodological improvements, the update of statistical conventions, the introduction of more up-to-date basic information and of additional information, the detection of unforeseeable errors associated with inaccuracies in the use of information sources or in data processing, may give rise to the revision of results that have already been released.

Revisions are thus a natural procedure inherent to producing and releasing statistics.

Hence, Statistics Portugal has adopted a revision policy setting out the guidelines and principles that should underlie the revision of previously released results. It lists the revision drivers, the types of revision, the dimensions that should govern the analysis of a revision, and the associated general and operational principles.

STATISTICS PORTUGAL COMMITS
ITSELF TO:

- ◊ Minimise errors in the information released;
- ◊ Making revisions an integral phase in statistical compilation processes;
- ◊ Publish revised data as soon as possible, along with information explaining reasons and criteria governing the revisions performed;
- ◊ Listen regularly to users on the revision practices, as part of assessing quality of statistics.



In disseminating statistical information

Statistical information is a key asset in present day societies, and a fundamental instrument to support the most relevant decision-making processes, both at public and private level, and to conduct analyses and research studies. Hence, statistical information is of interest to public and private entities, political and economic agents, analysts, and academia, therefore allowing the people to be more conscious citizens. It is through dissemination – a key stage of statistical activity – that full compliance with the Mission of statistical authorities is achieved and becomes visible.

In its dissemination policy, Statistics Portugal details the key principles observed in the dissemination of official statistics, directly or indirectly produced under its responsibility, taking as reference the applicable key principles of the National Statistical System and the European Statistics Code of Practice such as: technical independence, statistical confidentiality, impartiality, and accessibility. The official statistics website (www.ine.pt) is the main mean for disseminating statistical information, where official statistics are released first hand. The official statistics website is dynamic and systematically updated in terms of contents and functionalities, in accordance with national and international requirements and guidelines, notably in terms of accessibility by citizens with special needs. In addition to the libraries in the Head Office and Delegations, Statistics Portugal maintains a network of access points to its information in higher education libraries (Information Network in Higher Education Institutions Libraries). Making use of this network SP promotes dissemination initiatives, such as the issue of a bimonthly information leaflet and brochures, the selective dissemination of information based on Statistics Portugal's press releases, and 'guided tours' to access points to showcase the available resources and possibilities of consultation.

STATISTICS PORTUGAL COMMITS ITSELF TO:

- ◊ Release all information on the official statistics website free of charge;
- ◊ Release official statistical information in an objective, timely, and punctual manner, along with the respective statistical metainformation and any other information to facilitate interpretation and meaning;
- ◊ Release official statistical information in a pre-announced calendar based on exclusively technical and regulatory criteria and taking into consideration the quality/timeliness commitment;
- ◊ Announce, as soon as possible, any changes to the dissemination calendar and its reasons, while keeping the initial timetable accessible;
- ◊ Announce, substantiate, and explain revisions of previously released information, and disclose the revised Values on the official statistics website and in publications in paper or CD-ROM format;
- ◊ Create ways for accessing official statistical information, aiming to meet the convenience and needs of users;
- ◊ Release free of charge other information not available on the official statistics website, which does not require specific computations;
- ◊ Have a price list for the release of information requiring specific and additional computations.



In releasing publications

The ongoing upgrade of information and communication technologies, its intensified and broadly based use, the speed of everyday life, and the rationalisation of costs call for a gradual reduction of printed publications and growing recourse to electronic issue on the official statistics website. All Statistics Portugal's publications are available free of charge on the official statistics website, regardless of being issued in paper format.

STATISTICS PORTUGAL COMMITS
ITSELF TO:

- ◊ Make it possible to acquire publications issued in paper and electronic formats directly at its Head Office in Lisboa, as well at Delegations in Porto, Coimbra, Évora, Faro, or via post or the Internet, within five business days after receiving the request, when ordered through the official statistics website;
- ◊ Notify, within two business days at most, when it is not possible to comply with the established timeframe (setting a new delivery date) or when the requested publication is not available;
- ◊ Sell publications (in paper and/or CD-ROM formats) whose prices only reflect costs of specific issuance.



In responding to requests for statistical information

Statistics Portugal has two main structures in place to give adequate response to requests from its customers/users, i.e. 'Customer Support' and 'Media Support'. The timing of responses depends on the nature/extension of the requests for information.

STATISTICS PORTUGAL COMMITS
ITSELF TO:

- ◇ Respond to every request for free information within two business days at most after receiving the request;
- ◇ Communicate, in the case information is not free, within five business days at most, the respective quotation, as well as the number of days needed to meet the request after the quotation is accepted;
- ◇ Inform the customer in a timely manner about the exceptional cases where it is not possible to meet the established timeframe, simultaneously stating the new date for sending the information.



In providing a relevant public service

In every circumstance and as a provider of a public service, Statistics Portugal provides a professional, efficient, impartial, and personalised service to all those with whom it interacts either information providers/respondents, customers/users, or any other interested parties.

STATISTICS PORTUGAL COMMITS
ITSELF TO:

- ◇ Have the necessary signposting in place to guide visitors at all its facilities (Head Office and Delegations);
- ◇ Post at a visible location its opening hours and organisational chart, containing the organisational units and respective heads;
- ◇ Maintain suitable areas for receiving and attending to visitors;
- ◇ Ensure that all Statistics Portugal's staff members attending to the public, in person or via telephone, are identified;
- ◇ Professionally receive and attend to all those that contact it in person within five minutes at most;
- ◇ Immediately forward all requests received by telephone to the relevant organisational unit.



In managing suggestions and complaints

As a relevant instrument to improve its performance, Statistics Portugal has a suggestions and complaints management system in place that is oriented towards respondents/information providers, statistical information customers/users, and any citizen that contacts it.

Great importance is given to the analysis and assessment of suggestions and complaints to gauge the quality of the products released and services provided, and to adopt suitable measures to overcome identified gaps and flaws. The ongoing dialogue with Society guides Statistics Portugal's activity in order to improve quality to the benefit of Society.

STATISTICS PORTUGAL COMMITS ITSELF TO:

- ◊ Offer on the official statistics website an area for direct dialogue with respondents/information providers, statistical information customers/users, and any other citizen;
- ◊ Maintain a Complaints Book at libraries and front desks of its facilities (Head Office and Delegations);
- ◊ Respond to all suggestions or complaints within five business days at most after reception, regardless of how they have been formalised but the author is adequately identified;
- ◊ Duly handle all suggestions and complaints received according to the internal procedure established, which has as a reference the Portuguese standard NP ISO 10002:2007 (Quality management / Customer satisfaction / Guidelines for complaints handling in organisations);
- ◊ Assess and adopt the adequate measures to follow up suggestions and complaints deemed relevant.



In measuring satisfaction levels with Statistics Portugal's activity

Measuring satisfaction with Statistics Portugal activity is particularly relevant in meeting our Mission to provide a high quality public service. This measuring taking into account views of respondents/information providers, customers/users, and other interested citizens, should be conducted on a regular basis, using a survey to collect comments, suggestions and information needs.

Based on assessment results, appropriate actions are outlined to achieve an improvement in quality of products and services.

STATISTICS PORTUGAL COMMITS
ITSELF TO:

- ◇ Carry regular user satisfaction surveys regarding its products and services;
- ◇ Carry surveys to participants in initiatives related to the promotion of statistical literacy;
- ◇ Adopt the suitable measures to manage the results of the satisfaction assessment.
- ◇ Carry ad hoc satisfaction surveys addressed to specific user groups;
- ◇ Implement other initiatives to assess user satisfaction, where warranted;

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fax: + 351 218 454 084 e-mail: info@ine.pt | opening hours: 9 am-5.30 pm, on business days

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fax: +351 218 454 110 e-mail: sci@ine.pt | opening hours: 9 am-6.30 pm, on business days

European Statistics Support Centre in Portugal
telephone : + 351 218 440 447 fax: +351 218 454 084 | e-mail: esds@ine.pt

Library | Head Office | opening hours: 9 am-5.30 pm, on business days

Support to Respondents (enterprises/organisations or households)
Data Collection Department | Av. António José de Almeida 1000-043 Lisboa
telephone: 808 201 600 (fixed network) | + 351 218 426 307 (other networks)
e-mail: webinq@ine.pt - opening hours: 9 am-5.30 pm, on business days

Porto Delegation | Edifício Scala - Rua de Vilar, 235 - 4050-626 Porto
telephone: + 351 226 072 000 | fax: + 351 226 072 005 | e-mail: dp@ine.pt
library opening hours: 9 am-12.30 pm/2 pm-5.30 pm, on business days

Coimbra Delegation | Rua Aires de Campos, Casa das Andorinhas 3000-014 Coimbra
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library opening hours: 9 am-12.30 pm/2 pm-5.30 pm, on business days

Évora Delegation | Rua Miguel Bombarda, 36 - 7000-919 Évora
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library opening hours: 9 am-4.30 pm, on business days

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