



Certification has empowered the National Bureau of Statistics in their drive towards modernization, improvement, integration and safeguarding information.

'It is not just enough to produce statistics which are of high quality, featuring appropriate timeliness, accuracy, coverage, coherency and consistency. Through implementing these particular ISO schemes we have created a uniform statistical quality system, which will be the official standardized reference for the National Statistical system in the UAE. We now have an institutional referee for planning surveys and developing questionnaires and reports. It's an ongoing process of learning, improvement and development'.  
- Mr Rashid Khamis Al Suwaidi (Director General of NBS)

### Customer Objectives

- Developing the UAE statistical strategic plan to improve processes
- Improve, maintain and protect information
- Develop standardized methods for compiling official statistical data
- Quality control of reliable and comparable statistics
- Improve internal efficiency
- Implement an integrated and holistic management structure

### Customer Benefits

- Improved efficiency and performance
- Increased awareness of goals and objectives
- Greater security awareness across the organization
- Demonstrate best practice
- Behavioral changes within the organization
- Created a strong team ethos
- Embedded a culture of continuous improvement
- Streamlined internal communications



## Customer Background

The National Bureau of Statistics (NBS) of the UAE was established in 2009 to satisfy the needs of the national development of the country and to organize the work of the national statistical system. The NBS is responsible for preparing the national statistical system and reports directly to the UAE Cabinet. The NBS is considered the sole official statistical source for the state.

The NBS has several functions, it recommends and develops a statistical strategic plan for Government Agencies by providing data which is comprehensive, accurate, consistent, continuous and up to date. It collects, classifies, stores and analyzes economic, social, demographic, agricultural, environmental and other data, in cooperation with government agencies and local statistical centers. The NBS conducts censuses, surveys and also coordinates and provides training programs.

The NBS has a strong desire to strengthen their statistical capacity and reinforce its position within the regional and international community.

## Why Certification?

The main driver for NBS implementing ISO 9001:2008, Quality Management Standard, was a desire to standardize their processes. **Mr Rashid Khamis Al Suwaidi, Director General of NBS,** felt ISO 9001 was 'an institutional

tool in unifying the statistical organization; it connected all the processes and helped build a channel which absorbed all the improvements. Furthermore when your team consists of people from



many different areas of the world there was a need to combine all the expertise into a process system. This enabled us to utilize our diversification and enrich the organization. Challenges are opportunities for developments; the implementation of a standardized quality management system seemed to be necessary to ensure a consistent delivery of high quality statistical information'.

Implementing ISO 10015, Quality Management Guidelines for Training enabled NBS to ensure the quality of its training programmes in line with their business needs. As a result of a growing number of information security threats across the globe, NBS decided to demonstrate to their stakeholders that they maintained a secure data environment by implementing ISO 27001 Information Security Management Standard.

## Implementation

One of the reasons for implementing ISO 9001, ISO 10015 and ISO 27001 was to create a new mindset for processes and procedures. **Mr Sufyan Barghouti, Senior Statistician expert at NBS and lead implementer of the standards,** felt that 'the management systems gave them a vehicle in which to create this shift. People by their very nature are afraid of change. Their skills and capabilities can sometimes be related to an old fashioned way of doing things'.

He wanted to convince people that doing the work in the correct manner will produce results. 'In achieving great results you are then able to compare to what was in place previously and put everything into perspective'. From the outset Mr. Barghouti's question to his team was, shall we do the right thing or do things right? His meaning behind this was to get his team to conform to the changes and implement the new management systems, which have proved to be very successful globally. Mr Barghouti felt that it was 'important to create a mentality that we have implemented a system that works, so that people would not take it upon themselves to think that their way was better'. Overall this was received positively.

NBS looked to create a partnership between the management and the team, so that everyone took ownership and responsibility for their own section of work. Through



this shared ownership there was a real recognition that they were working together as team, all the employees were participating in the process and development of the management systems.

Communication was critical to the success of implementation, there needed to be a commitment throughout the whole institution. This was crucial to tackling and balancing the issues in order to make sure there was an effective impact.

### Benefits

NBS have created an environment where they are consistently assessing themselves on a monthly basis, in order to address any potential non-conformities quickly. 'It becomes a systematic process and you can see tangible benefits from this, you could call it an internal alarming system" – **Mr Rashid Khamis Al Suwaidi, Director General of NBS.** This ethos has been embedded into the mentality of all employees.

In a step to truly modernize the way that NBS is run, Mr Al Suwaidi and colleagues introduced and created a paperless office. The driving force is not just to reduce costs but also an environmental concern. Furthermore they introduced

an intranet, mapping out all the processes and procedures giving their employees a manual of the whole system, main documents, questions and answers and a who's who guide. The mindset behind this was that 'when looking at a utilization of a system, this should empower you to develop something new" - **Mr Sufyan Barghouti, Senior Statistician expert at NBS and lead implementer of the standards.**

The NBS team has tried to go a step further and develop areas, so as not to stay static. They wanted to create a value added system and create an organization that continued to improve.

## BSI's Role

BSI is considered to be one of the best known certification bodies globally. It has played an instrumental role in developing the ISO 9001 family of standards. They enjoy a solid reputation in the UAE and NBS wanted to ensure that they certified through a respected organization. BSI and NBS have built a strong relationship with one

another since becoming certified. Both NBS and BSI share common values in their commitment to continually improving in order to achieve excellence.



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