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REPUBLIKA E SHQIPËRISË  
INSTITUTI I STATISTIKAVE

**Commitment to quality**

INSTAT is committed to ensure the highest quality with respect to the compilation of statistical information. In accordance with the Statistics Law, INSTAT use statistical methods and processes in compliance with internationally recognized scientific principles and standards, conduct ongoing analyses of the statistics with a view to quality improvements and ensure that statistics are as up-to-date. In performing its tasks it follows the general principles of quality management from the European Statistics Code of Practice.

INSTAT declares that it takes into account the following principles: impartiality, quality of processes and products, user orientation, employee orientation, effectiveness of statistical processes, reducing the workload for respondents.

- **Impartiality** - which means the objective and independent manner of producing statistics, free from any political pressure or other interested group (stakeholders), particularly as regards the selection of techniques, definitions and methodologies best suited to the attainment of the defined objectives. It implies the availability of statistics with minimum delay to all users.
- **Quality of Statistical Processes and Products** - INSTAT takes care of the quality of Statistical processes and products and thus provides relevance, accuracy, timeliness, punctuality, accessibility, clarity, comparability and coherence.
- **User orientation** - INSTAT strive to make its product as close to user as possible, it strives to recognize and to the largest extend meet their expectation and thus provide comprehensive fulfillment of the needs for official statistical data.

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- **Employee orientation** - INSTAT take care that employees can continue improve their competence by training and qualifications, and all this has an impact on employee motivation and satisfaction and contributes to effective operations.
- **Effectiveness of statistical processes** - the best possible use of all available recourses and the minimization of the burden on respondents. The work and the cost which the production of statistics requires should be in proportion to the importance of the requested result.
- **Reducing the workload for respondents(response burden)** - INSTAT strives to make official statistical friendly towards data provides; it strives to achieve this by reducing their reporting burden, by introducing modern methods of data reporting and by using administrative sources.

**DELINA IBRAHIMAJ**  
**DIRECTOR GENERAL**

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