

POLICY OF THE MANAGEMENT OF ERRORS

July, 2025



Policy of the management of errors in published statistical data

This policy of the Croatian Bureau of Statistics (hereinafter referred to as: Bureau) describes a basic framework for treating errors that occur in already published statistical data, aimed at maintaining and improving the quality of the production process and dissemination of official statistics in order to eliminate the cause of errors and prevent the recurrence of the same or similar errors (corrective action) as well as to suggest possible improvements.

It is based on Principle 6 (Impartiality and Objectivity) of the European Statistics Code of Practice, which states that Statistical authorities shall develop, produce and disseminate European statistics respecting scientific independence and in an objective, professional and transparent manner in which all users are treated equitably. Under Principle 6, Indicator 6.3, it is clarified that errors discovered in published statistical data are corrected at the earliest possible date and publicised.

The error management policy is in line with the [Quality Policy](#) and the [Dissemination Policy](#).

At the same time, this policy links the quality of statistical processes and products with the Total Quality Management (TQM) model, which was introduced in the Bureau in 2015. Continuous monitoring and quality improvement is based on the implementation of activities within the planning, implementation, verification and conduct cycle (the so-called Plan-Do-Check-Act (PDCA) cycle), and the same approach is applied in error management.

Error management includes definitions of terms, types of errors and corrections, error analysis and planning and implementation of actions that will eliminate the cause of errors and prevent recurrence of errors as well as make suggestions for improvement for the purpose of continuously improving the quality of official statistics.

Errors are published incorrect statistical data that were not detected before their dissemination and that could have been corrected if they had been detected on time. They result from errors made in the data processing. The [Dissemination Policy](#) describes the basic rules for the dissemination of statistical data, defines the types of errors and ways of correcting them. Where published statistical data contain an error affecting their accuracy and meaningfulness, the Bureau shall publish a correction as soon as possible to enable users to use accurate statistical data.

The error can be detected either by employees of the Bureau or users of statistical data. After the error has been detected, the head of the organisational unit where the error occurred shall be informed. After content check is carried out, the head shall initiate an internal procedure for the correction of the error in cooperation with the organisational unit in charge of data dissemination.

All types of errors are documented and analysed. For the purpose of documenting and monitoring the error management process, a Register of Errors in Disseminated Statistical Data has been structured. It is located on the Bureau's intranet pages and each organisational unit links the error management process with the Generic Model of Statistical Business Process (GSBPM).

From the conducted error analyses, it is also possible to identify potential improvements, the implementation of which contributes to the continuous improvement of the quality of statistical processes and products.

An error management report with an analysis of errors, corrections made and actions to eliminate the cause of errors and prevent recurrence of errors as well as of improvements is submitted to the Director General once a year and is not publicly available.

In order to achieve the objectives of this policy, ensuring that errors, corrections, analyses, actions to eliminate the cause of errors and prevent recurrence of errors as well as improvements are properly documented and that all activities are carried out within the set deadlines and assigned responsibilities, internal "Guidelines for the Management of Errors in Published Statistical Data" are applied.