

EUSTAT STRATEGIC PLAN 2008-2012



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Eustat, the **Basque Statistics Office**, is the central body of the Basque statistics organisation, whose functions include the direction and co-ordination of statistical actions of the A.C. of the Basque Country, approval of the technical project for each statistical operation, independently of whichever Organism is in charge, and the publication and diffusion of statistical results. It also prepares and maintains the integrated systems of demographic, economic and social statistics at all territorial levels, as well as harmonizing the statistical activity of the Basque Statistical Organisation.

It officially represents the **Autonomous Community of the Basque Country in statistical matters**, both on a state and international level.

Over recent years, **Eustat**, as an organisation dedicated to total **quality** and **excellence**, has implemented actions aimed at fulfilling this commitment.

Our mission

Eustat is the administrative autonomous entity of the Autonomous Community of the Basque Country that **develops, produces and disseminates quality official statistical information, which is objective and scientifically checked**, for Basque public authorities, social agents and citizens. It also directs and coordinates the statistical operations of the Autonomous Community of the Basque Country and cooperates in international and Spanish statistics.

The goal set for the 2008-2012 period is set out in

Our Vision

EUSTAT wishes to be the Basque Country's benchmark statistics office, leader in providing statistical data, as well as being a well-established and respected institution thanks to its methodologies and to its adapting its products and services to the needs of its users.

Its **objectives** are to:

- increase society's awareness of the organisation
- increase users' satisfaction with the available information
- foster a professionally qualified and trained human team
- improve the coordination and cooperation with other institutions
- foster its commitment to society
- improve the quality of its statistical system in the framework of the European Statistics Code of Good Practice

Therefore, the benchmark personal **values** to implement our vision are

Our Values

- Professional independence
- Client and user orientated: belonging
- Team work
- Commitment to the quality of its products and services
- Confidentiality
- Innovation
- Cooperation

The **five Eustat strategic lines** for 2008-2012 are going to focus on fulfilling the EUSTAT vision. They are:

1. Approaching and adapting to the stakeholders.
2. Producing a quality and “own” product.
3. Establishing strategic alliances with other organisations.
4. People skills and training.
5. Commitment to society.

These five strategic lines shall be controlled by monitoring 28 operational indicators.

One of the factors that underpin the **total quality and excellence** strategy is establishing the **organisation’s management-processes**. The management-processes enable the organisation’s activities to be ordered, the interactions of the processes to be clarified and resources assigned to all the activities implemented.

The management-processes that will enable the EUSTAT objectives to be achieved is as follows:

MANAGEMENT-PROCESSES

