

Chapter 22

Quality Assurance and Quality Control in Surveys

Lars E. Lyberg
Statistics Sweden

Paul P. Biemer
RTI International and University of North Carolina

SUGGESTIONS FOR FURTHER READING

Biemer, P.P., & Lyberg, L.E. (2003). *Introduction to survey quality*. New York: Wiley.

Box, G. & Friends (2006). *Improving almost anything*. New York: Wiley.

Collins, J. (2001). *Good to great*. New York: Harper Business.

Collins, J. (2005). *Good to great and the social sectors*. New York: Harper Business.

Fellegi, I. & Ryten, J. (2005). The effectiveness of a supranational statistical office: pluses, minuses, and challenges viewed from the outside. *Journal of Official Statistics*, 21, 2, 145-169 (also available at www.jos.nu).

Juran, J.M. and Gryna, F.M. (1988). *Juran's quality control handbook*. New York: McGrawHill.

Kotz, S. (2005). Reflections on early history of official statistics and a modest proposal for global coordination. *Journal of Official Statistics*, 21, 2, 139-144 (also available at www.jos.nu).

Linacre, S. & Trewin, D. (1993). Total survey design-application to a collection of the construction industry. *Journal of Official Statistics*, 9,3, 611-621 (also available at www.jos.nu).

Lyberg, L.E., Biemer, P.P., Collins, M., de Leeuw, E.D., Dippo, C., Schwarz, N., and Trewin, D. (eds)(1997). *Survey measurement and process quality*. New York: John Wiley.

INTERNET RESOURCES

U.S. Office of Management and Budget: Statistical Programs and Standards: <http://www.whitehouse.gov/omb/inforeg/statpolicy.html>

U.S. National Center for Educational Statistics:
<http://nces.ed.gov/statprog/>

Description of Six Sigma: <http://www.isixsigma.com/>

European Foundation for Quality Management (EFQM):
<http://www.efqm.org/>

Statistics Canada Quality Guidelines and other information on data quality: <http://www.statcan.ca/english/concepts/index.htm>

U.S. National Institute for Statistical Sciences (NISS) and its Workshop on Total Survey Error:
<http://www.niss.org/affiliates/totalsurveyerrorworkshop200503/>

Organization for Economic Cooperation and Development (OECD) and its quality framework and glossary of statistical terms:
http://www.oecd.org/statsportal/0,2639,en_2825_293564_1_1_1_1_1,00.html