

For collecting data from enterprises, statistical offices (hereinafter Offices) had mainly used self-completion paper questionnaires which determined further process of data management. Consequently, each survey had its own specifics in processes from the point of view of the Office. The incentive for major change was the development of computers and networks, which enabled the Offices to introduce web data collection

Besides new possibilities with mode combinations, web data collection brought also the opportunity to revise the processes in the Offices and move away from stove-pipe oriented processes. The need for development towards standardisation was recognised also by the High Level Group (HLG) for the Modernisation of Statistical Production and Services established in 2010. The group introduced several standards for statistical production.

In 2012 the Statistical Office of the Republic of Slovenia (hereinafter SURS) adopted the Generic Statistical Business Process Model (GSBPM) and prepared quality guidelines for the processes. A year later SURS implemented own web data collection. Due to lower response rates compared to paper data collection, SURS predominantly applies mixed mode web-paper and for some surveys also web-CATI. The decision whether they will be applied in parallel or sequential order is taken depending on the combination of modes and periodicity of the surveys.

The article will describe the introduction of web data collection in SURS, followed by standardised procedures for introduction of new solutions according to the adopted GSBPM. The specifics of the process flow of implemented mixed modes will be described and the steps towards the standardisation of process parts will be shown. This will be backed up with sample cases and best practices used in SURS.