

COMMUNICATION OF COMPLIANCE OF THE EUSTAT SERVICES CHARTER 2009-2010

SERVICE	UNDERTAKING	INDICATOR	TARGET VALUE	2009 VALUE	COMMENTS
Web dissemination of the statistics operations of the Basque Statistical Plan	Disseminate in the website 80% of the statistical operations on the dates established in the annual Statistical Programme.	% of the statistical operations disseminated on the set dates.	≥80%	88,2%	Compliance
"Quick Queries" service.	Answer 95% of the "quick queries" within 2 working days.	% of "quick queries" answered within 2 working days.	≥ 95%	99,8%	Compliance
	Answer the remaining 5% of the "quick queries" within 5 working days.	% of "quick queries" answered within 5 working days.	≤ 5%	0,2%	
"Customized statistical information" requests service	Answer 80% of the "customized statistical information" requests received within 10 working days from when the quote is accepted and provided that the data are available.	% of the "customized statistical information" requests received answered within 10 working days.	≥ 80%	80,5%	Compliance
	Answer 20% of the "customized statistical information" requests received answered within 30 working days.	% of "customized statistical information" answered within 30 working days.	≤ 20%	19,5%	
Methodology and Technical Advice Service	Answer 90% of the work commissioned related to sample selection and design within 15 working days, from when the quote is accepted and provided that the information is available.	% of work commissioned relating to the "Methodology and Technical Advice" service prepared within 15 working days.	≥ 90%	100,0%	Compliance
	The remaining 10% of the work will be produced within 30 working days, from when the quote is accepted and provided that the information is available.	% of work commissioned relating to the "Methodology and Technical Advice" service prepared within 30 working days.	≤ 10%	0,0%	Institutional agreements with different timelines are excluded
Training Service	Hold at least one International Statistics Seminar a year.	Total number of courses of the International Statistics Seminars organised by Eustat per year.	≥ 1	2	Compliance
	Organise at least one Summer Course per year on the economy and society.	Total number of Summer Courses organised each year on the economy and society.	≥ 1	1	Compliance
Printed publications and electronic editions service	Send 95% of printed publications and electronic editions within 3 working days of receipt of order.	% of printed publications and electronic editions sent within 3 working days of receipt of order.	≥95%	100%	Compliance
	Send the rest of printed publications and electronic editions within 10 working days of receipt of order.	% of printed publications and electronic editions sent within 10 working days of receipt of order.	≤ 5%	0%	
Customer attention	Answer 90% of the "complaints and suggestions" received within 3 working days.	% of the "complaints and suggestions" received answered within 3 working days.	≥90%	97,3%	Compliance
	Answer the remaining 10% of the "complaints and suggestions" received within 10 working days.	% of the remaining "complaints and suggestions" received answered within 10 working days.	≤ 10%	2,7%	