2017 World State of Quality: first worldwide results

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The World State of Quality (WSQ) project was launched in 2016 in order to assess, analyze and rank countries according to their levels of multidimensional quality performance.

In its first edition of this new approach, corresponding to the 2016 WSQ Report, we performed an evaluation across all the 28 European Union (EU) countries taking into account a total of 21 quality related indicators grouped according to 10 quality dimensions. An Overall European Quality Scoreboard Score (OEQS) was determined for each country, based upon the positions occupied by each country, computed according to weighted averages of the ranking positions obtained for each of such indicators. A detailed data analysis was also accomplished, with trends and comparisons across the EU countries and the definition of 4 categories of countries, each one comprising 7 EU countries, depending on overall macroquality performances: leading, follower, moderate, and lagging countries (more details available at wsq.dps.uminho.pt).

In the second edition of our WSQ approach we are aiming to understand how each country performs at a macroquality level with a wider geographical coverage. Our 2017 WSQ results make an analysis and comparison across 110 countries, reflecting a worldwide perspective. For that purpose, data was collected based on 16 indicators corresponding to the same 10 quality dimensions (Figure 1). Our results lead to the inclusion of countries into 5 different groups, according to an overall WSQ ranking score (OWSQ) performance, computed based on the ranking positions obtained for each country and indicator.
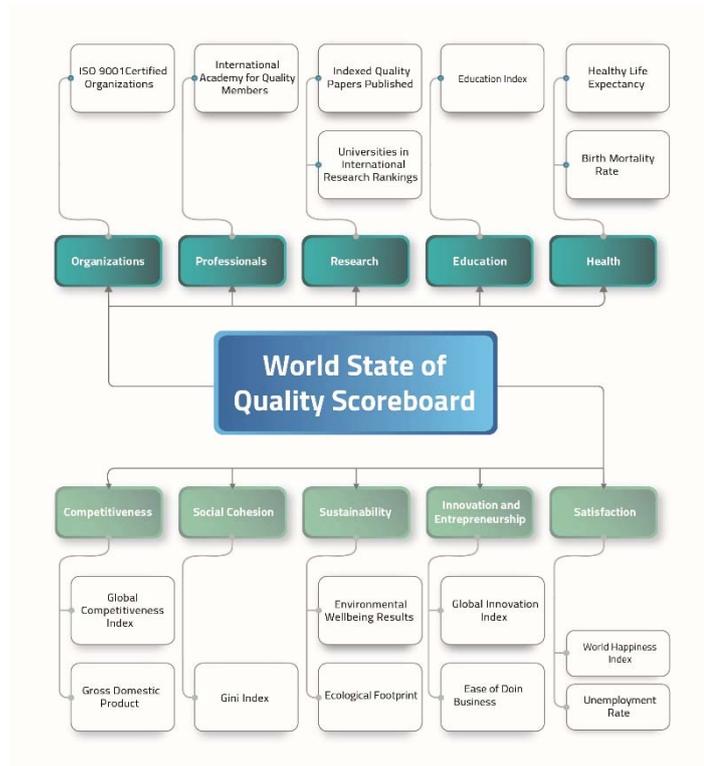
Figure 1. Dimensions and indicators for our 2017 WSQ results.

These 5 categories of countries (leading, follower, moderate, lagging, and beginner) were defined according to statistical criteria that are based upon the ranking scoring differences obtained across the several countries studied according to a minimum of 10 countries per group and a cutoff higher than 1,750 to form groups. The first category (leading) comprises a total of 11 countries, as shown in Table 1.

Rank	Leading country	OWSQ Score
1	Switzerland	16.074
2	Norway	19.168
3	Sweden	21.426
4	Denmark	22.303
5	Netherlands	22.692
6	United Kingdom	22.736
7	Germany	23.626
8	Austria	24.476
9	Finland	24.631
10	Ireland	25.623
11	Australia	25.855

Table 1. Group of leading countries according to the 2017 WSQ results.

Multivariate statistical analysis of the underlying data was also conducted, leading to the identification of similar country quality profiles and the identification of a diversity of ways that are being adopted by different countries to pursue the quality journey.

Therefore, our WSQ approach seems to be a helpful framework that allows for the characterization of countries in terms of strengths and improvement areas, when compared with other countries, due the nature of the approaches that are being applied.

In our presentation we will provide a detailed description of this WSQ approach and the corresponding 2017 WSQ results obtained.