

## **Statistics and ISO Certification: A case study with emphasis on Local Self Government Sector in Kerala.**

### **Abstract**

Local Self Governments (LSGs) are closer to the lives of common people than the State and Central Governments. As a grass root governing system, the felt-needs of the people are addressed through the LSGs in Kerala. Being a people-friendly governance system LSGs ensure certain quality standards. Quality can be defined as the entirety of features and characteristics for products and services satisfying implicit and explicit demands of customers. The ISO certification project is intended to develop a quality management system that ensures citizen satisfaction through good governance and delivery of high standard quality services. The initiatives to develop an indigenous quality management system for LSGs, which will include standards for each and every process of the local governance system and service delivery is in discussion.