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Data quality

Part 60: Data quality management: Overview

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National foreword

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Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 Implementing, assessing and improving data quality management **2**
4.1 A value-driven approach to data quality management 2
4.2 Relationship between the parts of ISO 8000 related to data quality management 2
4.3 Overview of ISO 8000-61 4
4.4 Overview of ISO 8000-62 6
4.5 Overview of ISO 8000-63 7
4.6 Overview of ISO 8000-64 8
Annex A (normative) **Document identification** **9**
Bibliography **10**

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 184, *Automation systems and integration*, Subcommittee SC 4, *Industrial data*.

ISO 8000 is organized as a series of parts, each published separately. The structure of ISO 8000 is described by ISO/TS 8000-1.

Each part of ISO 8000 is a member of one of the following series: general data quality, master data quality and product data quality. This document is a member of the general data quality series but applicable to all of the three data quality series.

A list of all parts in the ISO 8000 series can be found on the ISO website.

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Introduction

The ability to create, collect, store, maintain, transfer, process and present information and data to support business processes in a timely and cost-effective manner requires both an understanding of the characteristics of the information and data that determine its quality, and an ability to measure, manage and report on information and data quality.

ISO 8000 defines characteristics of information and data that determine its quality, and provides methods to manage, measure and improve the quality of information and data.

When assessing the quality of information and data, it is useful to perform the assessment in accordance with documented methods. It is also important to document the tailoring of standardized methods with respect to the expectation and requirements pertinent to the business case at hand.

ISO 8000 includes parts applicable to all types of data and parts applicable to specific types of data. ISO 8000 can be used independently or in conjunction with quality management systems.

This document:

— specifies core concepts applicable to the parts of ISO 8000 related to data quality management;

— gives an overview of each of those parts;

— can be used on its own or in conjunction with other parts of ISO 8000.

This document is intended for use by those actors that have a vested interest in information or data quality, with a focus on one or more information systems and both inter- and intra-organization views, throughout all phases of the data life cycle.

Annex A contains an identifier that unambiguously identifies this document in an open information system.

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Data quality —

Part 60:
Data quality management: Overview

1 Scope

This document introduces the concepts within the parts of ISO 8000 related to implementing, assessing and improving data quality management.

The following are within the scope of this document:

— a statement of the overall scope of those parts of ISO 8000 related to data quality management;

— an overview of ISO 8000-61, which specifies a process reference model for data quality management;

— an overview of ISO 8000-62, which specifies a model that conforms to some of the requirements of ISO/IEC 33004 and that establishes a basis on which to determine the maturity of an organization with respect to data quality management;

— an overview of ISO 8000-63, which specifies the measurement procedure and measurement stack by which to measure the characteristics of processes for data quality management;

— an overview of ISO 8000-64, which specifies a model that applies the Test Process Improvement method as a basis on which to determine the maturity of an organization with respect to data quality management.

The details for implementing the parts of ISO 8000 related to data quality management are outside the scope of this document.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 8000-2, *Data quality — Part 2: Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 8000-2 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online Browsing Platform: available at http://www.iso.org/obp;

— IEC Electropedia: available at http://www.electropedia.org/.

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