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**Data quality —**

Part 100:

**Master data: Exchange of  
characteristic data: Overview**

*Qualité des données —*

*Partie 100: Données permanentes: Échange des données  
caractéristiques: Aperçu général*

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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](http://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](http://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 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](http://www.iso.org/iso/foreword.html).

The committee responsible for this document is Technical Committee ISO/TC 184, *Automation systems and integration*, Subcommittee SC 4, *Industrial data*.

This first edition of ISO 8000-100 cancels and replaces ISO/TS 8000-100:2009, which has been technically revised.

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

Each part of ISO 8000 is a member of one of the following series: general data quality, master data quality, transactional data quality, and product data quality. This part of ISO 8000 is a member of the master data quality series.

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

## Introduction

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

ISO 8000 defines characteristics that can be tested by any organization in the data supply chain to objectively determine conformance of the data to ISO 8000.

ISO 8000 provides frameworks for improving data quality for specific kinds of data. The frameworks can be used independently or in conjunction with quality management systems.

ISO 8000 covers industrial data quality characteristics throughout the product life cycle from conception to disposal. ISO 8000 addresses specific kinds of data including, but not limited to, master data, transaction data, and product data.

The master data quality series of parts of ISO 8000 addresses the quality of master data. This part of ISO 8000 is an introduction to the series. It contains an introduction to master data, a data architecture, a high-level data model, and an overview of the remaining parts of the series.

[Annex A](#) contains an identifier that unambiguously identifies this part of ISO 8000 in an open information system.

[Annex B](#) describes different categories of items and their identifiers.

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# Data quality —

## Part 100:

# Master data: Exchange of characteristic data: Overview

## 1 Scope

This part of ISO 8000 contains an overview of the master data quality series of parts of ISO 8000, which addresses master data quality.

The following are within the scope of the master data quality series of parts of ISO 8000:

- master data-specific aspects of quality management systems;
- master data quality metrics.

The approach of the master data quality series of parts of ISO 8000 is to address data quality:

- from the bottom up, i.e. from the smallest meaningful element, the property value;
- at the interface of master data management systems, not within the systems.

The master data quality series of parts of ISO 8000 contains requirements that can be checked by computer for the exchange, between organizations and systems, of master data that consists of characteristic data. These parts address the quality of property values that are exchanged within master data messages.

This part of ISO 8000 describes fundamentals of master data quality and specifies requirements on both data and organizations to enable master data quality.

The following are within the scope of this part of ISO 8000:

- specification of the scope of the master data quality series of parts of ISO 8000;
- introduction to master data;
- description of the data architecture;
- overview of the content of the other parts of the series.

The following are outside the scope of this part of ISO 8000:

- aspects of data quality that apply to all data regardless of whether they are master data;
- aspects of data quality that apply to data that are not master data.

EXAMPLE Transaction data are not considered to be master data.

## 2 Normative references

The following referenced documents are indispensable for the application 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.

### 4 Abbreviated terms

- MDR                master data record
- UML                Unified Modeling Language

### 5 Master data

Within an organization, master data is used to identify and describe things that are significant to the organization.

NOTE 1    In cataloguing applications, master data are used to describe things called “items”.

Figure 1 depicts a taxonomy of data, showing where master data fits.

NOTE 2    Figure 1 is not intended to be a complete taxonomy of data; it is only intended to show the context of master data.

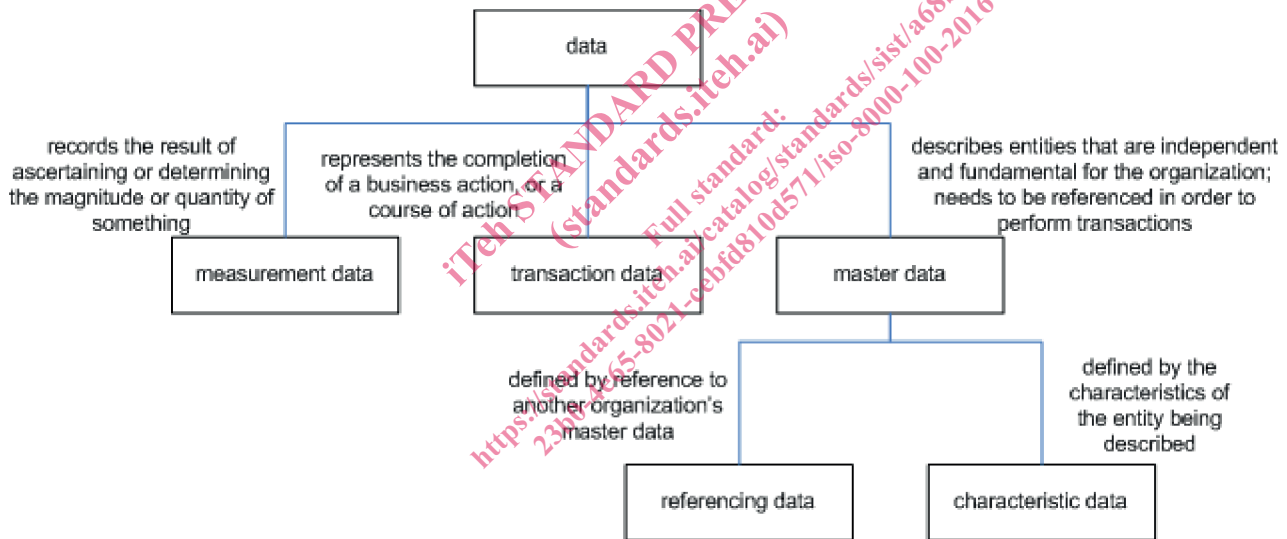


Figure 1 — Taxonomy of data (for master data)

Master data is typically referenced in business transactions through an identifier. The identifier is commonly a reference both to the thing itself and to a master data record (MDR) that describes the thing. The MDR is commonly held in a central repository.

EXAMPLE 1    It is common for the central repository of MDRs for an organization to be the organization's enterprise resource planning (ERP) or master data management (MDM) system.

NOTE 3    What is logically a single MDR can be represented by several physical records in a software system.

EXAMPLE 2    In a relational database implementation, a master data record could consist of rows from several different tables.

NOTE 4    A MDR that describes something can be identified via a reference using its identifier. Something can be described by characteristic data, represented by property values. Additionally, something can be described by descriptive strings or definitions.



Identifying references are designed to be used as references to master data held by others.

**EXAMPLE 3** A corporate tax identifier, an individual's national insurance number, and a part number assigned by a manufacturer to an item of production are all examples of identifying references.

In order for an identifying reference to be meaningful, it shall be associated with a system of identification.

**EXAMPLE 4** The organization that issued the identifier can be specified by the metadata, as is common in tax identifiers, but a part number is meaningless if the manufacturer that issued it is not known.

A description can be computer interpretable characteristic data, which is typically represented as property values, or human readable text. Some properties are differentiating. Because of the ease with which they can be processed, numerical or controlled values are most often used as differentiating.

One of the key aspects of managing master data quality is managing duplication. A consistent approach to managing and eliminating inappropriate duplication is a critical part of master data management.

A characteristic that is considered differentiating by one organization could be considered non-differentiating by another organization.

**EXAMPLE 5** A manufacturer would have a different master data record for each of its items of production. When, from a buyer's perspective, several items of production (produced by the same manufacturer or different manufacturers) share the same characteristics of fit, form and function, the buyer may group under a single item of supply and assign a "stock number" as the identifying reference for the item of supply. In grouping several items of production as a single item of supply, the buyer is making a decision to consider as non-differentiating one or more characteristics that the manufacturer(s) consider differentiating.

A characteristic that is considered differentiating by one function within an organization may be considered non-differentiating by another function within the same organization.

Master data is not necessarily static. Also, the number of characteristics needed to describe something will vary by business function. As the number of differentiating characteristics varies, MDRs may have to be differentiated when characteristics are added or changed to differentiating. MDRs may become duplicates when characteristics are removed or changed to be non-differentiating.

Examples of master data include:

- vendor master: This typically describes a vendor in term of its location and legal status. Much of the mandatory data in a vendor master is prescribed by law as it is a common requirement for a company to be able to identify all entities to which it has transferred funds.
- customer master: This typically describes a customer in terms of a trading entity. At a minimum it will include the contact information necessary to transmit invoices and may contain confidential information such as credit card information.

**NOTE 5** If personal data are maintained in a customer master, it can be subject to data protection legislation.

- item or material master: These masters typically describe tangible items that are tracked, inventoried or regularly purchased. While they are often restricted to items purchased under contract such as production materials they can also be used to improve the quality of spend analysis associated with maintenance, repair and operations (MRO) purchases. Material masters are also commonly used to support bills of materials (BOM) or to in design where they may be referred to as common parts catalogue or a preferred part list. A variation of the material master is an illustrated parts catalogue (IPC) or a spare parts list.
- item of supply concept: These masters include a reference to an item or material master, plus packaging and quantity information;
- service, procedure or process master: These masters are still relatively rare except in the health care and vehicle repair industries where automated billing for services or insurance reimbursement is common. Typically a service is best described as a procedure or a process.

EXAMPLE 6 The American Medical Association's Current Procedural Terminology-4 (CPT-4) codes is an example of a procedure master.

- asset master: These masters are commonly used to track items whose purchase price is over a preset monetary value, or whose cost is depreciated over several years. Assets are commonly associated with a unique identifier (serial number) and often associated with movable items where date (time occasionally) and location need to be verified and reported. Correct modelling of an asset master is important to be able to track not only the location and value of the asset over time but also the maintenance and repair activity. A typical problem with asset management is changing specifications over the asset's life span. Deciding at what stage an asset has been so modified as to require the creation of a newly described asset is often a challenging issue.
- location master: Other than delivery services it is rare to see a separate location master, yet separating out the location master from customer and vendor masters typically leads to improved data quality. The data model for a location master is basically simple as in theory it describes a physical location where global positioning coordinates provide the absolute reference. In practice there may need to include other delivery instructions such as a postal address.
- point of contact, employee or human resource master: These masters typically describe an individual. Commonly they include information related to the relationship with the employing organization but these are better treated as transaction data as opposed to master data. They often contain confidential information.

NOTE 6 The data contained in these masters can be regulated and subject to data protection legislation.

## 6 Data architecture for master data

This clause contains a high-level architecture of master data. This architecture could have applicability beyond master data.

NOTE A more general architecture is intended to be incorporated into ISO/TS 8000-1.

[Figure 2](#) shows the data architecture for master data.