
Data quality —

Part 60:

Data quality management: Overview

Qualité des données —

Partie 60: Gestion de la qualité des données: Aperçu

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO/TS 8000-60:2017](https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017)

<https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017>



iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO/TS 8000-60:2017](https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017)
<https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2017, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

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

iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/TS 8000-60:2017](https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017)

<https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017>

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. (standards.iteh.ai)

This document was prepared by Technical Committee ISO/TC 184, *Automation systems and integration*, Subcommittee SC 4, *Industrial data*. [ISO/TS 8000-60:2017](https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-1e6a7c28935/public/iso-ts-8000-60-2017)

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.

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.

<https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017>

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO/TS 8000-60:2017](https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017)

<https://standards.iteh.ai/catalog/standards/sist/ea2a833a-0a97-4c36-b5e5-14f7a7c38935/iso-ts-8000-60-2017>

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/>.

4 Implementing, assessing and improving data quality management

4.1 A value-driven approach to data quality management

Organizations will achieve effective and efficient data quality management by adopting an approach that is driven by delivering value to the organization. This approach covers the following:

- understanding the value and risks associated with data quality across the organization;
- measuring and assessing current data quality management processes with respect to the supported business processes;
- identifying and acting upon opportunities to improve data quality management with the greatest potential impact on organization value;
- after implementing changes, continuing a cycle of measuring, assessing and improving the processes of data quality management.

4.2 Relationship between the parts of ISO 8000 related to data quality management

The parts of ISO 8000 related to data quality management focus on the data quality management processes of an organization rather than on the quality of data itself. Although data quality can be improved by correction of data non-conformities whenever they are found, this method has a problem in not preventing the recurrence of non-conformities. When data quality management processes are established in the organization, it is possible to improve data quality continually by improving processes and modifying data quality criteria as a flexible response to a changing environment. These improvements and modifications are indicative of the maturity level of an organization with respect to data quality management. This level determines the capability of the organization to sustain data of appropriately high quality.

ISO/TS 8000-60:2017

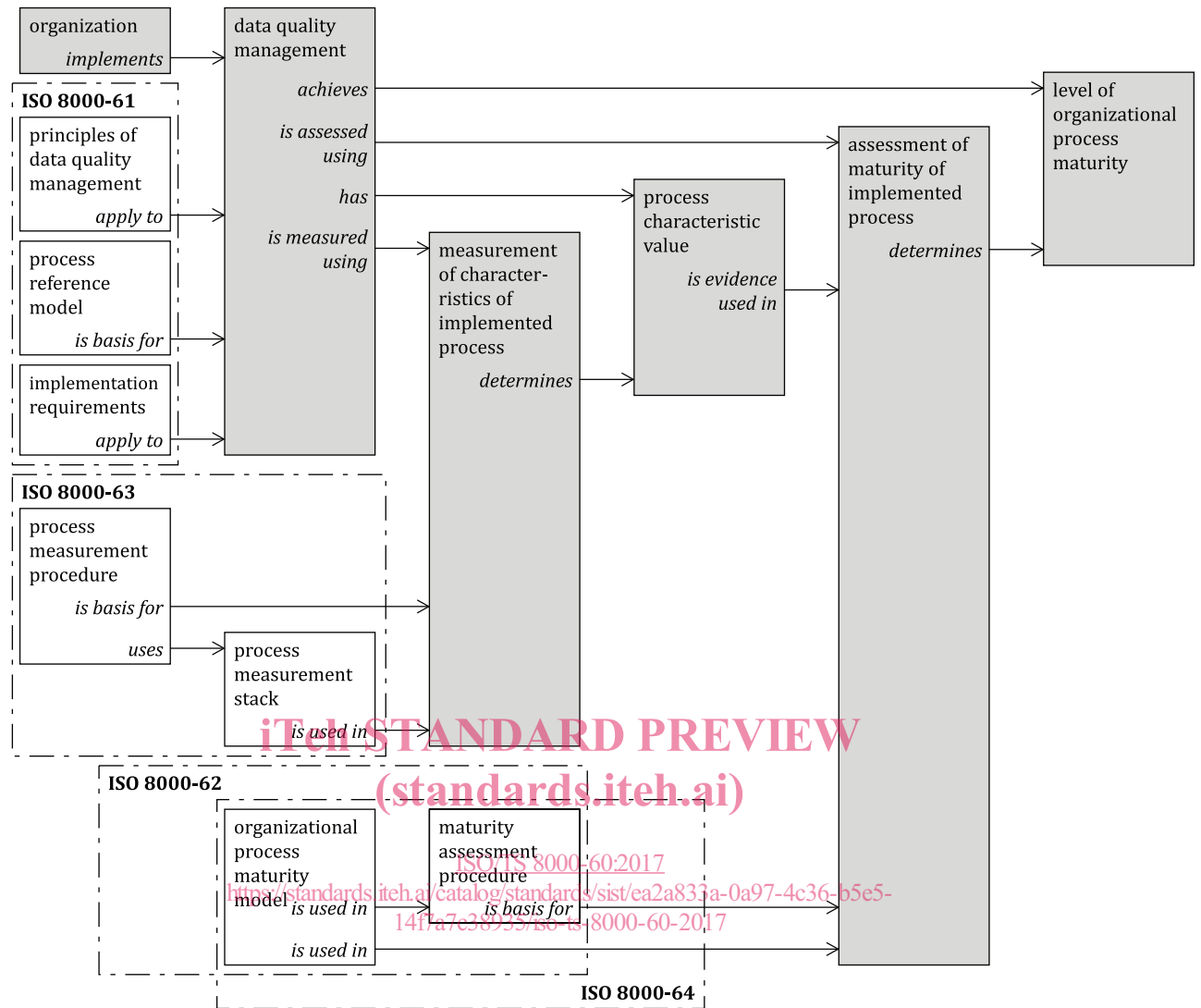
The purpose of the parts of ISO 8000 related to data quality management is to enable organizations to enhance data quality. This purpose is supported by parts that specify:

- a process reference model for data quality management;
- a procedure and measurement stack by which to measure the characteristics of processes;
- models for organizational process maturity.

The rest of this document describes each of these parts and the role of each within process assessment, as follows:

- ISO 8000-61 (see [4.3](#));
- ISO 8000-62 (see [4.4](#));
- ISO 8000-63 (see [4.5](#));
- ISO 8000-64 (see [4.6](#)).

[Figure 1](#) shows the relationship between these parts.



- Key**
- scope of the identified standard number
 - standard specifies an instance of this class
 - user of the standard creates instance of this class

NOTE 1 ISO 8000-62 and ISO 8000-64 specify different instances of the classes that are in scope of both standards.

NOTE 2 See ISO/IEC 19505-1 for details on the notation in this figure.

Figure 1 — Parts of ISO 8000 related to data quality management

This document provides an overview of the parts of ISO 8000 related to data quality management. It describes how those parts fit together, and provides guidance for their selection and use. It explains the requirements contained within the parts and their applicability to:

- implementing, measuring, assessing and improving the processes of data quality management;
- constructing and selecting tools that support the implementation, measurement, assessment and improvement of the processes of data quality management.