
Data quality —

Part 63:

**Data quality management: Process
measurement**

Qualité des données —

Partie 63: Gestion de la qualité des données: Évaluation du processus

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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).

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For an explanation of 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 www.iso.org/iso/foreword.html.

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

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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.

There is a limit to data quality improvement when only the nonconformity in data is corrected, since the nonconformity can recur. However, when the root causes of the data nonconformity and their related data are traced and corrected through data quality processes, recurrence of the same type of data nonconformity can be prevented. Therefore, a framework for process-centric data quality management is required to improve data quality more effectively and efficiently. Furthermore, data quality can be improved through assessing processes and improving under-performing processes identified by the assessment.

This document specifies a process measurement approach that is appropriate for use when assessing process maturity. This approach can serve when an organization is looking to improve the maturity of data quality management.

This document 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, have a focus on one or more information systems and have a concern for 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.