MIT Information Quality Program 2003

IQM I Principles and Foundations

Project: **IQ Principles in Software Development**

Sup-Project 1: Appraise DQ Dimensions

Objective: Apply IQ-Techniques and principles in Software Development and develop a framework. Design a System to measure, control and improve DQ in Business Processes starting in the TQM-Team.

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Abstract: This is an ongoing project, which is scheduled until 2005. So I decided together with Richard Wang to set up Sup-Projects that could be published earlier.

The main objective is to implement DQ Principles in a software development project and to assure continuously measurement of Data Quality.

This paper shows how we used basic Quality Function Deployment Methods to determine the DQ Customers point of view.

Based on an actual business process description, we worked out the critical process points. Then we interviewed all Team Members to get a basic idea of how our Information Customers rate Data Quality at all and within the sub-processes looking at the critical points.

After we collect all that data we could set up a system that allows us to measure DQ in a Customers focus. This System is the basis for all our further work.

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Foreword

In the world today no one will complain that our production systems have a new dimension: Information. But do we already manage Information as a product? A few company do. We where faced with DQ while developing a new software for our consulting department. The old system was not able anymore to handle all projects and skills. After I took a look at the existing software and had a lot of discussions with several different users, I got the impression that the Data Quality was the core problem. Most of the users did not maintain their data on a timely basis. On the other hand they did not trust the Data very much. Both problems are very much related to each other. We then focused to the Data Entry Problem. To answer the question why users do not maintain their data properly was not easy. Most of the users told us that they had no access, or time to maintain their data. They all had in common very less profit of maintaining the data, while only a few of them where using the system to plan and control all consulting activities.

Our team decide to focus on two points, first to provide benefits for all kind of users and to determine and to measure DQ Prospective of our users continuously.

We are looking at our system users as customers first, even if they are collectors, custodians or consumers[1]. Our customers define what quality is, so we want to know how they determine DQ according to the 16 dimensions that Richard Y. Wang describes in many of these published articles.

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[1] Richard Y. Wang „A Product Perspective on Data Quality Management", Feb 1998