BSI Standards Publication

Data quality

Part 65: Data quality management: Process measurement questionnaire

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National foreword

This Published Document is the UK implementation of ISO/TS 8000-65:2020.

The UK participation in its preparation was entrusted to Technical Committee AMT/4, Industrial data and manufacturing interfaces.

A list of organizations represented on this committee can be obtained on request to its committee manager.

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Published by BSI Standards Limited 2020

ISBN 978 0 580 51632 0

ICS 25.040.40

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This Published Document was published under the authority of the Standards Policy and Strategy Committee on 30 June 2020.

Amendments/corrigenda issued since publication

Date	Text affected

First edition
2020-06-25

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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 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.

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

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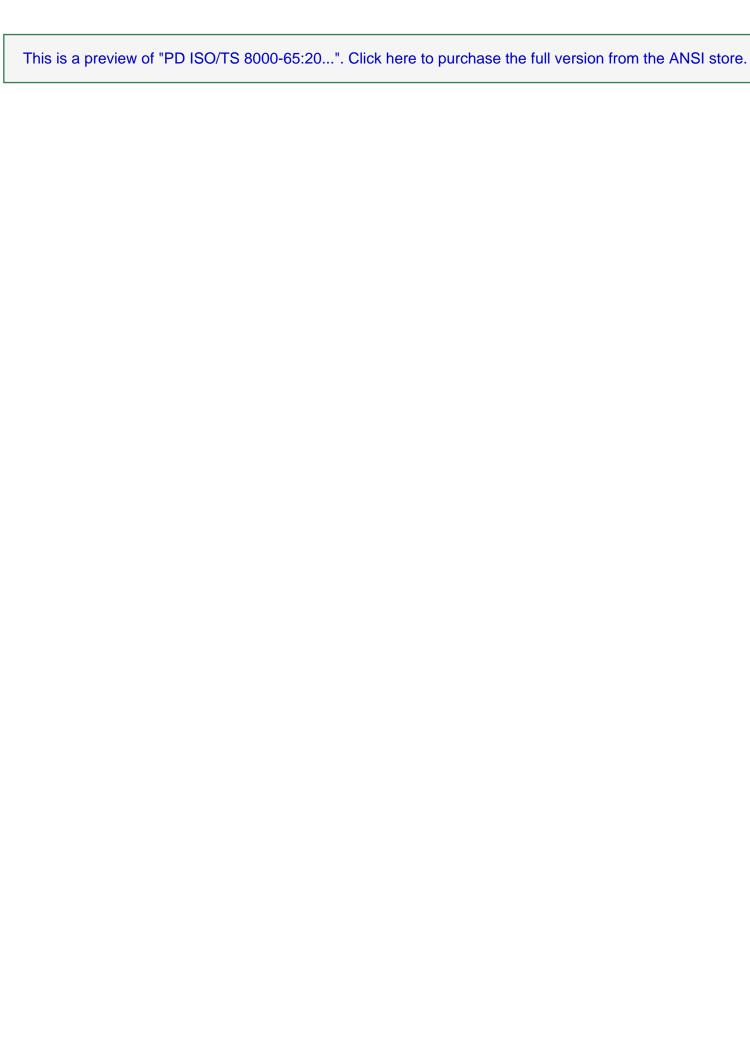
ISO 8000 defines characteristics that can be tested by any organization in the data supply chain to objectively determine conformance of the data to ISO 8000.

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.

This document establishes a simple measurement method, based on the high-level reference processes of ISO 8000-61. Evaluating the data quality management implementation of an organization. Each question has been derived from the outcomes of every process in ISO 8000-61.

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

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Data quality —

Part 65:
Data quality management: Process measurement questionnaire

1 Scope

This document specifies a questionnaire to audit the performance of the processes specified by the process reference model in ISO 8000-61.

NOTE 1   This questionnaire is applicable to all types of business process, technology, information system, data and data processing. This questionnaire can be used as part of a continuous improvement process.

The following are within the scope of this document:

— guiding principles for generating questions from the process outcomes specified by ISO 8000-61;

— one or more questions for each outcome of every process in ISO 8000-61;

— a measurement method based on a simple indicator and measurement scale for each question;

— guidance on how to present the results generated by the questionnaire.

NOTE 2   The questions and corresponding indicators in this document conform to the requirements of ISO 8000-63.

The following is outside the scope of this document:

— defining how the questions relate to models of organizational process maturity.

NOTE 3   Such models define an overall scale by which to understand the degree to which an organization is performing effectively and efficiently.

EXAMPLE   ISO 8000-62 and ISO 8000-64 [1])specify how to use maturity models with ISO 8000-61.

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*

ISO 8000-61, *Data quality — Part 61: Data quality management: Process reference model*

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 https://www.iso.org/obp

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1)   Under preparation.