

[The MIT Information Quality Industry Symposium](#)

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Remploy



Title:

Sustaining Data Quality- Lessons from the Field

Abstract:

The presentation is a case study based upon a data quality improvement initiative carried out within a diverse organization operating an integrated ERP system. This study identifies that lasting data quality improvements result from enhanced business processes and the training and development of people, to gain an understanding of the issues and problems and their ultimate resolution, thereby learning from the corrective actions, to aid future progress. In this way any initiative has an opportunity to become self-sustaining rather than a continual clean-up exercise.

Lessons learnt:

- Top-down support required for the bottom up improvement initiative
- Provide regular visible measures and monitor progress
- Build data quality targets into peoples' objectives
- Ascertain root causes of issues and resolve problems at source
- Take it slowly to ensure everyone is onboard, identify ownership and responsibility and provide continual support