

Data Quality Policy

Overview

Who the policy affects

The policy applies to all members or representatives of Dewi Development Ltd.

Purpose

Dewi Development Ltd are committed to producing high quality data and working to improve the data collection, retention and processing methods.

This policy supports employees and representatives manage data quality by defining the standards that Dewi Development Ltd will implement to ensure quality data is complete, accurate and timely to ensure governance, effective management and outstanding customer delivery. This will ensure data is of value, ensuring processing efficiencies, meets legislation and protects the organisation reputation.

Scope

The policy includes all people representing the organisation from director to employee, temporary staff, sessional staff, agency staff, contractors and volunteers. All employees are included whether full time, part time, office based or home working.

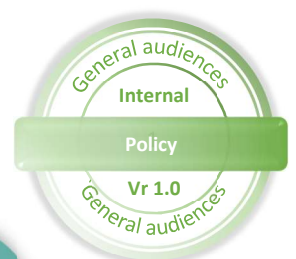
The policy covers all data that is produced by Dewi Development Ltd or received from a supplier or customer for uploading into Dewi Development Ltd systems.

The policy does not form part of the terms and conditions of employment with Dewi Development Ltd.

Effective Date

This policy applies from 13 March 2019.

The company holds the right to update the policy at any time.



Policy

1. Objectives

- 1.1. Dewi Development Ltd Objectives are to:
 - 1.1.1. Enter data accurately first time
 - 1.1.2. Hold data as per retention policy, ensuring data is timely
 - 1.1.3. Map data processing, defining the flow of data
 - 1.1.4. Maintain a metadata framework of the data processed
 - 1.1.5. Input common data as per Reference Data
 - 1.1.6. Define standards to reasonably monitor the quality of data
 - 1.1.7. Monitor the quality of the data
 - 1.1.8. Carry out root cause analysis on data quality concerns
 - 1.1.9. Carry out data transformation on new bulk data to ensure it meets Metadata and Reference Data requirements, before integration through automatic loading
 - 1.1.10. Provide development to staff on data quality, systems and relevant legislation

2. Risks

- 2.1. The key risks from the impact of poor data quality are:
 - 2.1.1. Loss of contracts
 - 2.1.2. Inaccurate reporting on performance
 - 2.1.3. Impact on decision making
 - 2.1.4. Failure of customer website
 - 2.1.5. Damage to reputation of customer
 - 2.1.6. Damage to company reputation
 - 2.1.7. Breach of legal obligations

3. Roles and Responsibilities

- 3.1. Staff and Representatives of Dewi Development Ltd
 - 3.1.1. Responsible for the quality of data.
 - 3.1.2. Responsible for reporting any concerns with data quality to their manager or direct to the Data Steward.
 - 3.1.3. Maintaining data within their remit of responsibility and training.
 - 3.1.4. Carrying out data loads in line with transformation policy, ensuring all data meets referential integrity, matching Metadata requirements and Reference Data requirements.
- 3.2. Data Governance Board
 - 3.2.1. Defining Data Quality Policy and Strategy.
 - 3.2.2. Authorising Data Quality procedures.
- 3.3. Data Stewards
 - 3.3.1. Management of Data Definitions for their department and in line with organisational wide Data Definitions.
 - 3.3.2. Monitoring of Data Quality within their department against Departments Data Definitions and Standards.

3.4. Line Managers

- 3.4.1. Responsible for the quality of the data entered by their reportee's.
- 3.4.2. Responsible for managing concerns with their reportee's Data Quality
- 3.4.3. Responsible for training reportee's on Data Quality and the systems they will utilise.

4. Critical Data

4.1. The quality of data is important for all data of Dewi Development Ltd, but the critical data for the business which will receive the focus of monitoring for data quality are:

- 4.1.1. Finance Data
- 4.1.2. Customer Data
- 4.1.3. Customer Websites

5. Standards Of Data Quality

5.1. The standards of data quality are defined as per the Data Management Body of Knowledge.

- 5.1.1. **Accuracy** – Data should be accurate enough for it's intended purpose and only collected once to meet the various purposes of the organisation. Data should be checked at the time of entry with the provider for accuracy.
- 5.1.2. **Completeness** – All data required to complete activity should be clearly detailed and collected. All mandatory fields relating to the activity should be completed.
- 5.1.3. **Consistency** – Data should be collected in consistent manner, ensuring all reporting and communication with customer is consistent.
- 5.1.4. **Integrity** – Data about an activity with associations to other data will be intact without missing data relating to that activity. Integrity of associations will be managed to avoid orphaned data.
- 5.1.5. **Timeliness** – Data should be collected and captured as quickly as possible to ensure activities can be carried out in timely manner and reporting is up to date. Data should be monitored to ensure the data is appropriate in the time frame.
- 5.1.6. **Uniqueness** – A entity should only be capture once and remain unique within the system, so data errors do not occur due duplication of data.
- 5.1.7. **Validity** – Data entered into the system will be valid for the activity it is being collected for, including data type, format and within a specified range.

6. Reporting

- 6.1. Data that is reported from systems should clearly define what data they are representing and should avoid any misinterpretation by different audiences.
- 6.2. Report data should clearly link to meta data to ensure clear representation of data as information.

7. People Development

- 7.1. Staff will be trained on the:
 - 7.1.1. importance of good data quality

- 7.1.2. everyone's individual role with good data quality
- 7.1.3. monitoring of data quality
- 7.1.4. reporting of concerns with data quality
- 7.1.5. data systems they will be using before being provided with access to enter data to those systems.
- 7.1.6. definitions of the data they are entering, the value it has to the organisation and examples of where the data is utilised throughout the organisation and the impact poor data would have.
- 7.1.7. General Data Protection Regulation (GDPR) 2018.

8. Data Integration

- 8.1. Prior to any data being loaded into any system, the following activities will take place:
 - 8.1.1. Check all required data is provided
 - 8.1.2. Check all data meets meta data requirements, including data type, format and value range.
 - 8.1.3. Check all data meets Reference Data requirements
 - 8.1.4. Check data does not create duplicate data within the system
 - 8.1.5. Check data does not create orphaned records
- 8.2. Data that does not meet the criteria will not be loaded into any system to avoid affecting the data quality

9. Monitoring

- 9.1. Staff or representatives of Dewi Development Ltd who identify data quality concerns will raise a concern with the line manager or direct to the Data Steward for the department.
- 9.2. Data Quality will be monitored against the Data Quality Criteria defined
- 9.3. The Data Quality of finance data will be reviewed on monthly basis
- 9.4. The Data Quality of customer information will be reviewed each time there is customer interaction
- 9.5. The Data Quality of customer websites will be reviewed each month

Compliance

The failure to follow due diligence with the management of data quality as defined in this policy may lead to disciplinary action or where actions have breached legislation, possible dismissal within the laws of the employing country.

Related Legislation

- ➔ General Data Protection Act 2018 (GDPR)

Definitions

Term	Definition
Data	Facts and statistics collected together for reference or analysis
Data Governance Board	Working group that define the strategy and policies of the organisation, along with authorising the procedures to support the policies.
Data Quality	The state of completeness, validity, consistency, timeliness and accuracy that makes data appropriate for a specific use
Data Steward	Responsible for understanding data needs of the department in context of the wider organisation need and ensuring policy, process and audit is applied to departmental data.
Information	Data in context
Metadata	Information that describes the data.
Reference Data	The organisation's definition of values that can be applied to a data field. For example, Mr, Mrs, Dr in Prefix.

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