

Information Quality Improvement

Processes and Best Practices for Business Performance Excellence

Larry English

11-13 April 2011, London

Fee £1445 + VAT
Group Booking & Series
Discounts Available

'Extremely knowledgeable on topic and explains it really well.'
Ann Brigdale, Data Quality Lead Specialist, Nationwide Building Society

'Great energy and enthusiasm – never flagged.'
Rachel Ware, Quality Analyst, Reuters Data

'Excellent content, relevant, clear and well delivered. Knows his subject matter inside out.'
Darrel Green, Asset Catalogue Manager, Infracore BCV

Overview

Poor information quality costs organizations 10-20% of operating revenue in process failure and "information scrap and rework" in direct costs with missed opportunity costs often greater. This seminar describes quality principles applied to business and systems processes to achieve effective business performance. It provides guidelines for implementing an effective IQ environment.

Learning Objectives

- Define information quality and its three components
- Describe categories of information quality tools and how to use them
- Describe how to measure information definition and content quality
- Describe how to measure costs of nonquality information
- Describe how to reengineer and correct data and implement audits and control for data movement
- Conduct an information quality process improvement initiative
- Describe how to organize and manage an information quality environment

Seminar & Workshop Outline

Defining Information Quality (IQ)

- Quality and information quality
- Customer satisfaction as business driver
- Dispelling myths about IQ

Applying Quality Principles to Information

- The information product
- Kaizen, TQM and business excellence principles
- Identifying information "customers"
- Customer "expectations" of their information product

Information Quality Tools and Processes

- Categories of IQ tools
- TIQM® Quality System Overview
- Architecture of IQ tools in the TIQM process

Assessing Data Definition and Information Quality

- Data definition quality characteristics
- Three categories of data definition quality assessment
- QFD: Designing quality in data models
- Metrics for data definition quality

Assessing Information Quality

- Information quality characteristics
- Applying statistical quality control (SQC) to information

Measuring the Costs of Poor Quality Information and the ROI of Information Process

- Calculating information costs
- Calculating poor quality information cost
- Calculating lifetime value as a measure of information value

Improving Information Process Quality: Data Defect Prevention

- The Plan-Do-Check-Act cycle for information process improvement
- Root cause analysis using cause and effect diagrams
- From quality assurance to continuous quality

Improving Information Product Quality: Data Reengineering & Correction (Cleansing)

- Principles of data correction
- Audits and Controls for ETL processes
- Discovering "business rules" in legacy data

Implementing and Sustaining an Information Quality Improvement Environment

- Deming's fourteen points of quality applied to information
- Organizing and facilitating culture change for information quality

Audience

- Information Quality personnel
- Quality Management personnel
- Data Management & Warehouse personnel
- IT Management
- Systems Analysts
- Business Analyst
- IT Consultant
- Information Stewards
- Internal and EDP auditors
- Business personnel who require quality information

Special Features

- Lecture with exercises and interchange to reinforce the concepts
- All delegates will receive a Free copy of "IQ Applied: Best Practices for Improving Business Information, Processes, and System" book, written by Larry English, as well as course documentation

TIQM Certification

The TIQM Certification Programme is currently being offered on-site. It requires a minimum of 11-13 days of in depth training by Larry English in the processes of TIQM coupled with Practicum projects in each required TIQM process. E-mail Jeanette.hall@irmuk.co.uk for further information

Presenter



Mr. English is an internationally recognized speaker, educator, author and consultant in knowledge management and information quality improvement. Mr English has developed the TIQM Quality System applying Kaizen quality principles to information quality management. He chairs Information Quality Conferences around the world. He is a co-founder of the International Association for Information and Data Quality (IADQ).

In-House Training

For an in-house presentation of this or any other IRM UK seminar, please contact us on:
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