



Data Quality

Background

- > Today there is an increasing need for businesses to make use of data of known and defined quality:
 - > Accuracy, integrity, completeness, consistency, timeliness...
- > Incorrect data may have a financial impact on a business or even lead to its failure, and in some industries it has a safety impact;
- > Quality is well understood in the manufacturing industry where the quality of products may be measured;
- > But data quality is not always measurable and for industries where safety is paramount, producing statistical evidence may not be possible:
 - > One incident or accident is one too many.
- > Therefore, there is a need to move from quality control of data to process assurance, where the focus is placed on the processing of data;
- > Mileridge has spent many years supporting data quality improvements in the aviation sector and is now expanding to embrace other transport sectors;
- > Read on to find out how we can help assure the data in your organisation.



Our Experience

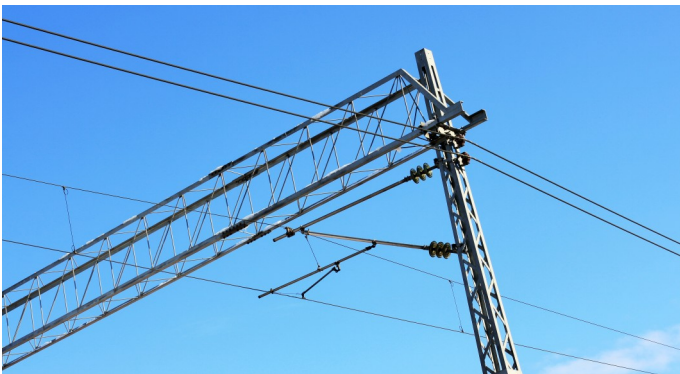
- > The aviation sector has seen an increase in the importance of the data used for flight navigation, mainly as a result of new, satellite-based navigation;
- > However, there was a general consensus that the defined quality requirements were not being met;
- > To address this, the European Commission developed a new European regulation to ensure that the data quality requirements are met;
- > Due to the very low errors rates permitted, the provision of statistical evidence of compliance is not appropriate. The regulation, therefore, addresses process assurance;
- > Mileridge has worked in the data quality field for many years and was contracted to support the development of the regulation;
- > Mileridge also supported the development of means of compliance which, when applied, are considered to be proof of compliance with the regulation;
- > Mileridge has also audited organisations against the regulation, developed strategies and provided advice on how compliance may be achieved.

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Use of Data

- > Your organisation will utilise many different types of data, for example:
 - > Statistical: Used to assist in planning and improvement;
 - > Long-term planning: Used for the planning of future services, etc;
 - > Short-term planning: Used for the planning of services to be provided in the near future;
 - > Operational: Data relating to the day-to-day operations of the business;
 - > Audit: Used to demonstrate compliance.
- > The impacts of errors in these data categories may differ, but the effects may be severe nonetheless;
- > Mileridge can work with you to ensure that the importance of data and the need to preserve its quality is understood, and that suitable mechanisms are put in place to achieve this, throughout the data chain.



Services Offered

- > Assessment of your working methods against best practice;
- > Advice on how changes may be made to improve data quality;
- > Guidance in interpreting and applying regulatory material;
- > Assistance with the development of Quality Management Systems:
 - > With a focus on data assurance.
- > Support in the establishment of formal arrangements for the provision of data;
- > Support in auditing organisations against applicable standards and guidance:
 - > Supporting either the auditing organisation or the organisation being assessed.
- > Training in data quality issues;
- > Project management of improvement initiatives.

Awareness and Training

- > Improving data quality may impact a wide range of stakeholders;
- > Awareness and training may be required for a number of reasons, for example:
 - > Brief and train the impacted stakeholders;
 - > Brief management in order to gain the necessary resources.
- > Mileridge is ideally positioned to provide awareness/training on your behalf;
- > With the knowledge we possess, we can provide this in a cost-effective manner.



Independence

- > A major benefit of using Mileridge to address data quality in your organisation is our independence;
- > We only offer consultancy services. Therefore, nothing we suggest will be biased by a vested interest in selling products;
- > You may be rest assured that the advice we provide is that which we consider best for your situation.

Benefits Gained

- > Why use Mileridge?
 - > Experienced in addressing data quality issues;
 - > Good understanding of working in a safety conscious environment;
 - > Truly independent “one stop shop” covering all aspects of data quality;
 - > Professional staff who work as part of your team to ensure a successful outcome;
 - > Access to genuine expertise and experience that enables effective through-life project support.
- > Contact us to find out more about our services.



The Experts in Data Quality