

## Service Area data quality checks - Guidance

This document is to accompany, and forms part of, the [Data Quality Framework v7.0](#)

Each service area is responsible for the accuracy of its own data. The following points outline what should be checked, however a specific process to follow is to be determined by the Head of Service

- 10% of measures (different ones each month) to be checked for quality by specific measure owner or suitable delegate (must not be person who keyed the data).
  - Values keyed correctly
  - Matches evidence
  - Looks sensible (In line with trend etc)
  - Correct performance shown (Alert status)
  - Commentary present
  - Good quality, descriptive, reasons
    - Have targets been met?
    - What is the trend; upward or downward?
    - A brief summary of reasons for change in performance
  - Root cause and action plan for Red/Blue measures
  - Correct evidence attached
    - Summarised or totalled
    - Clear
    - Easy to understand
    - Provenance
    - Auditable
  - Supporting papers or Source data supplied
  
- Review Definition/Procedure note for measures checked
  - Still valid?
  - Complete?
  - Does measure name on system reflect actual measure?
  - Too complicated? Can it be improved?
  - Saved in InPhase BMS?
  
- Add DQ comment to InPhase BMS against Measures checked
  - Initial and Date
  - Details of issues found, even if None
  - Corrective action taken
  - Future action required, with deadlines
  
- Review previous DQ comments
  - Any patterns or trends?
  - Training needs?
  - Actions outstanding?