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**Data quality —**  
**Part 2:**  
**Vocabulary**

*Qualité des données —*  
*Partie 2: Vocabulaire*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 184, *Automation systems and integration*, Subcommittee SC 4, *Industrial data*.

This third edition cancels and replaces the second edition (ISO 8000-2:2017), which has been technically revised. It also incorporates the Amendment ISO 8000-2:2017/Amd.1:2018.

The main changes compared to the previous edition are as follows:

- addition and modifications of terms and definitions;
- re-ordering of subclauses and terms within those subclauses.

A list of all parts in the ISO 8000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

The ability to create, collect, store, maintain, transfer, process and present data to support business processes in a timely and cost effective manner requires both an understanding of the characteristics of the data that determine its quality, and an ability to measure, manage and report on data quality.

ISO 8000 defines characteristics that can be tested by any organization in the data supply chain to objectively determine conformance of the data to ISO 8000.

ISO 8000 provides frameworks for improving data quality for specific kinds of data. The frameworks can be used independently or in conjunction with quality management systems.

ISO 8000 covers industrial data quality characteristics throughout the product life cycle from conception to disposal. ISO 8000 addresses specific kinds of data including, but not limited to, master data, transaction data and product data.

This document establishes the vocabulary for the ISO 8000 series of parts.

[Annex A](#) contains an identifier that unambiguously identifies this document in an open information system.



# Data quality —

## Part 2: Vocabulary

### 1 Scope

This document defines terms relating to data quality used in the ISO 8000 series of parts. Terms and definitions related to quality in general are outside the scope of this document.

### 2 Normative references

There are no normative references in this document.

### 3 Terms and definitions

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

#### 3.1 Terms relating to quality

##### 3.1.1 process

set of interrelated or interacting activities that use inputs to deliver an intended result

[SOURCE: ISO 9000:2015, 3.4.1, modified — Notes to entry have been removed.]

##### 3.1.2 requirement

need or expectation that is stated, generally implied or obligatory

[SOURCE: ISO 9000:2015, 3.6.4, modified — Notes to entry have been removed.]

##### 3.1.3 quality

degree to which a set of inherent characteristics of an object fulfils *requirements* (3.1.2)

Note 1 to entry: The term “quality” can be used with adjectives such as poor, good or excellent.

Note 2 to entry: “Inherent”, as opposed to “assigned”, means existing in the object.

[SOURCE: ISO 9000:2015, 3.6.2]

##### 3.1.4 quality management system

part of a management system with regard to *quality* (3.1.3)

[SOURCE: ISO 9000:2015, 3.5.4]