

# Data Quality Framework is the Foundation for Trusted Data

## THE SITUATION

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This global pharmaceutical company faced a challenge as the pace of research and development increased. At the same time, the lack of consistency in business rules for data impacted the ability of R&D to execute effectively. Seemingly simple business questions such as “Which studies has a given investigator been associated with?” or “How many studies are behind in their enrollment efforts?” often required substantial staff effort to answer. Manually identifying, gathering, interpreting, cleansing, verifying and integrating data required significant time and labor investments.

The number of disparate systems involved and the breadth of internal and external sources of information added to the challenges.

Situations existed where data among systems were not in agreement, which led to questions about data integrity and ambiguity regarding correct versions of data. Lack of a common business vocabulary and agreed-upon definitions resulted in different interpretations of data, adding to the uncertainty.

The Data Quality Framework provides common definitions, management approaches, tools, information technology, and governance for managing data from creation through retirement.

Other factors also came into play:

- An increase in data produced outside of the company through partnerships, joint ventures and licensing deals
- An overhaul of many clinical development systems was underway
- A growing emphasis on risk-based monitoring required high quality data

## THE SOLUTION

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ResultWorks partnered with the client to develop a Data Quality Framework (Framework), which provides a repeatable process, organizational structure, and technology architecture to enable each business unit to ensure the ongoing quality of its data.

The Framework designed by ResultWorks incorporates:

- Data quality teams to apply the Framework to specific data
- Mechanisms to identify data of interest and how they flow between producers and consumers in an information supply chain
- Processes for planning, implementing, and sustaining business rules, data quality controls, and metrics
- Governance structures to deal with issues effectively, ensure adherence to the data quality plan over the long term, and confirm that the Framework is applied consistently throughout the organization

The Framework defined an approach to data quality encompassing discovery, design, planning, and implementation of data quality practices, together with ongoing activities to measure, control, and maintain data based on designed criteria. The Framework's governance structures ensure that data quality is dealt with holistically to meet the organization's objectives.

## KEY BENEFITS

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**Common Foundation:** The Framework provides a common foundation for managing all aspects of data quality throughout the lifecycle of the data.

**Business Effectiveness:** Implementation of the Framework will ensure that key data is trustworthy and accurate, reducing the labor burden associated with provisioning the data needed to answer critical business questions.

For more information, visit our website [www.resultworksllc.com](http://www.resultworksllc.com) or contact us at [marketing@resultworksllc.com](mailto:marketing@resultworksllc.com).