



**\*IQ 501-2**  
**CONDUCTING INFORMATION PROCESS IMPROVEMENT:**  
***Plan-Do-Study-Act Applied to Information Processes (TIQM P5)\****

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**Course Description:**

**Level: Advanced**

Once you have conducted an Information Quality assessment and found problems, then what do you do? Sometimes simply conducting an IQ assessment can create immediate behavior changes and improvement in information quality. Unfortunately, such improvements will be only temporary without discovering and eliminating the root causes of the IQ problems. In this tutorial Mr. English describes how to conduct process improvements (Process P5 of TIQM®) to effect long term and continuous IQ improvement.

You learn how to use the Plan-Do-Study-Act improvement cycle, Pareto diagrams, Cause-and-Effect Diagrams and “Why?” Analysis to discover the root causes of nonquality information. You learn how to prevent human error in information processes. Mr. English describes how you can apply the same principles to improve IQ processes that Shewart, Ishikawa, Deming, Juran, Crosby and Imai applied to improve manufacturing processes.

**Learning Objectives:**

- How to develop a plan for an information process improvement initiative
- How to conduct a root cause analysis using Ishikawa Diagrams
- How to define improvements to eliminate causes of defective information
- Describe categories of human error and how to design error prevention techniques
- How to implement various types of process improvements and assure control to “hold the gain”

**Duration: 2 Days**

**Format: Lecture plus workshop exercises**

**Pre-Requisites: 1. Completion of TIQM 101 training or equivalent AND having read Chapters 1, 2, 3 and 9 in *Improving Data Warehouse and Business Information Quality*, AND**

**2. At least 6 months experience applying IQ or Quality principles**

\*This course is part of the TIQM Certification program provided by Information Impact International.

### Course Outline:

1. Brief Refresher: Quality Principles Applied to Information
2. P5.1: Define Project for IQ Improvement
3. P5.2: Develop *Plan* for IQ Improvement
  - Root Cause Analysis
  - Defining Improvements
  - Human Error Prevention
4. P5.3: *Do* Implement Quality Improvements
5. P5.4: *Check* Impact of IQ Improvements
6. P5.5: *Act* to Standardize IQ Improvements
7. IQ Process Best Practices
  - Information Quality problems as the symptoms of broken processes
  - Plan-Do-Study-Act process improvement cycle
  - Categories of IQ problems cause
  - 4 categories of IQ process improvement projects
  - IQ improvement team make-up
  - Using Pareto diagrams for IQ problem prioritization
  - Cause-and-effect diagrams and “Why?” analysis for root cause discovery
  - Improving information systems processes to improve data definition quality
  - Preventing “human error”
  - Categories of process improvement
  - The emotional and political ramifications of information quality improvement
  - Measuring and documenting ROI for sustainable IQ management
  - Putting improved processes into control