



QUALITY, ISO STANDARDS AND AUDITING

Data Quality Management

5 day course

Classroom, online or in-house

Course overview

A billing run that charges customers twice, or a maintenance plan built on asset records listing pumps scrapped years ago, starts with data nobody owned. This course treats data as a product with a specification and an owner. Delegates work through the dimensions of completeness, accuracy, validity, consistency, timeliness and uniqueness, then stewardship roles, writing business rules, profiling an existing dataset, building a scorecard, tracing the root cause of recurring defects and correcting records without destroying their history. ISO 8000 and the DAMA body of knowledge give structure, while POPIA and comparable African data protection laws shape how personal records may be corrected and retained. Delegates leave able to set up a governed data quality programme with measured targets, named accountable owners and regular reporting to the business.

What you will learn

- Define data quality dimensions relevant to the organisation's records
- Assign data owners and stewards with clear accountabilities
- Write business rules that express what valid data looks like
- Profile a dataset to measure its current condition
- Design a data quality scorecard with targets and thresholds
- Analyse the root causes of recurring data defects
- Plan correction of records that preserves history and complies with data protection law
- Apply ISO 8000 and DAMA guidance to a governance framework

Who should attend

- Data governance officers and data stewards
- Master data and records managers
- Business analysts responsible for reporting
- Asset and maintenance information managers
- Information management and compliance leads

Course outline

- 01 What poor data costs the business
- 02 Data quality dimensions
- 03 Ownership and stewardship
- 04 Business rules and standards
- 05 Data profiling
- 06 Scorecards and targets
- 07 Root cause analysis of data defects
- 08 Correction, retention and data protection law
- 09 Governance with ISO 8000 and DAMA

Upcoming dates



Dates	Venue	Format	Fee per delegate
12 to 16 October 2026	Online	Online	R8,500
9 to 13 November 2026	Johannesburg, South Africa	Classroom	R19,950
15 to 19 February 2027	Mbabane, Eswatini	Classroom	R19,950
1 to 5 March 2027	Dar es Salaam, Tanzania	Classroom	USD 1,325

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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