Data consumer satisfaction

Definition

Data consumer satisfaction is the extent to which data consumer's expectations are met or exceeded by a product, service, or overall experience.

Notes

Data consumer satisfaction is the measure of how well a business or organization meets or exceeds the expectations of its data consumers in terms of data quality, service, and value.

Life cycle

Phase	Activity
Plan	* Define method for measuring data consumer satisfaction.
Do	* Measure data consumer satisfaction * Analyse measurement results of data consumer satisfaction * Follow-up analysis of data consumer satisfaction * Plan and perform actions of improvement
Check	* Evaluate method for measuring data consumer satisfaction.
Act	* Improve method for measuring data consumer satisfaction

Relations

- One of the two objectives of a data quality management system is data consumer satisfaction. Meeting the data quality requirements is the other objective.
- Satisfaction is a characteristic of data consumer.
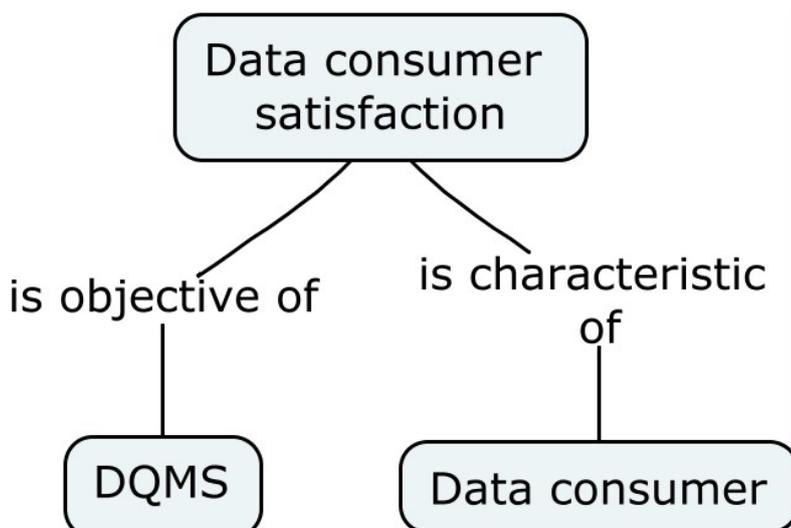
Examples

- Example 1: Meet data consumers of a regular basis and ask for their experience with data quality.
- Example 2: Conduct a survey among data consumers.