

Valcon G-Cloud Lot 3 Service Definition

Data Quality Policy & Process Development

[Set Up and Migration | Data auditing and organising, Data information structure design]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Establish guidelines and procedures to ensure data accuracy, consistency, and reliability. Define policies, standards and processes, including remediation, root cause analysis, cleansing methods, and monitoring (e.g. alerting, reporting metrics/OKRs/KPIs). Implement robust methods to uplift department data quality thereby improving decision-making, driving operational efficiency, and raising stakeholder trust.

Features

- AI-ready data governance and quality framework design
- Structured stakeholder interviews minimising operational disruption
- Clear roles for data owners, stewards, and stakeholders
- Data quality policy and process review and redevelopment
- Continuous improvement driven by metrics and root-cause analysis
- Training and awareness programs for data quality responsibilities
- Embedded compliance controls and audit-ready procedures
- Defined performance metrics for measuring data quality effectiveness
- Standardised issue management, escalation, and remediation processes
- Traceable documentation including lineage, rules, and change history

Benefits

- Improved data accuracy through governed standards and validation controls
- Higher operational efficiency from repeatable, automated quality processes
- Enhanced decision-making using trusted, reliable enterprise data
- Consistent regulatory compliance and audit readiness
- Cost reduction through fewer data errors and rework
- Increased stakeholder trust in organisational data assets
- Faster readiness for AI, automation and advanced analytics
- Better insights from complete, consistent, and traceable information
- Reduced risk through proactive monitoring and issue management

- Improved collaboration via clear roles, shared standards, and processes

3. Approach

Our Data Quality Policy and Process Development service follows a structured, agile, phased approach aligned to UK Public Sector best practice and designed to deliver AI-ready, trusted data foundations.

Phase 1 – Discovery & Assessment

We review existing data quality policies, standards, processes and controls. Using structured, hierarchical interviews with senior leaders, data owners and operational teams, we identify data quality blind spots across people, process and technology. Current practices are benchmarked against recognised standards including ISO 8000 and UK Government Data Standards.

Phase 2 – Analysis & Benchmarking

Findings are assessed using a structured, evidence-based approach to identify maturity gaps and risks impacting operational data quality performance, regulatory compliance, and AI readiness. We produce clear, plain-English insights supported by evidence, enabling informed and confident decision-making.

Phase 3 – Design & Recommendation

We define a target-state data quality framework covering governance, ownership, controls, metrics and escalation routes. This includes AI-ready data principles, data stewardship models, quality rules, monitoring processes and integration with existing architectures. Deliverables include a prioritised improvement roadmap and optional business case ready outputs.

Phase 4 – Policy & Process Development

Where required, we refresh or redraft data quality policies, standards and corresponding processes, ensuring alignment with UK public sector regulations, UK General Data Protection Regulation (UK GDPR), and the broader organisation operating models.

Phase 5 – Implementation & Relaunch

We support controlled launch or relaunch, embedding change through communications, training and adoption planning to ensure sustainable improvements and measurable outcomes.

Key Deliverables:

- Data Quality maturity assessment
- Benchmarking report
- Target-state framework
- Prioritised roadmap
- Refreshed policies and processes
- Optional business case and change plan

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).