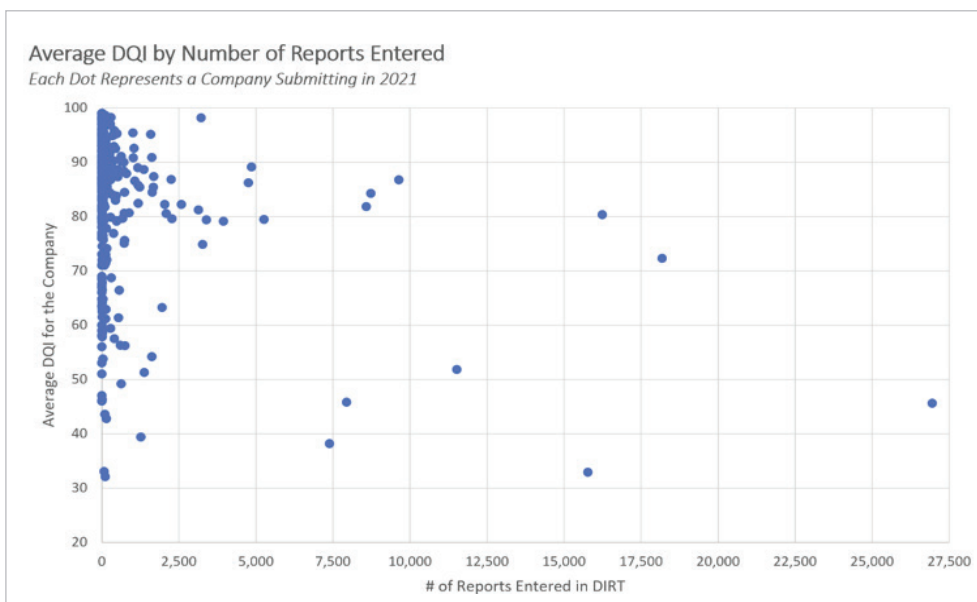


## 2021 DIRT Report: The Impact of Data Quality on Damage Reduction

CGA's 2021 DIRT Report examines the importance of data quality and the impact that it has on accurate and complete data analysis. The DIRT program developed the data quality index (DQI) to provide submitters with feedback based on the measures of the completeness and/or quality of the reports they submit. Higher quality data across all stakeholder groups is crucial to focusing efforts on factors that will have an impact on decreasing total damages.

### Nearly 35%

of all damage reports have a DQI below 60, indicating room for improvement across the industry.



### Stakeholder Spotlight

The 2021 DIRT Report spotlights three organizations from different stakeholder groups that submit a high volume of data and maintain high DQI scores:



### Several commonalities among the spotlighted high volume/high DQI organizations were identified:

- They gather **relevant information as soon as possible** while collecting information to support their claims process and/or regulatory reporting requirements.
- They have **automated internal processes** to transfer the information and enter it into DIRT.
- They **use DIRT data within their own organizations** to identify ways to reduce damages.
- They emphasize the **importance of good data quality** to their employees.
- Each focused on where they have additional opportunities for improvement and began making immediate **changes to their processes** to see additional gains.

#### Recommendations:

- *Know your Data Quality Index (DQI) score.*
- *Review DQI case studies in the 2021 DIRT Report.*
- *Identify steps for improving your DQI score going forward.*