Quality Control

The most critical component of any management framework is its ability to constantly measure its effectiveness with a goal of constantly improving each process and ensuring that there is no degradation in the overall quality of solution.



When managing a tape library there are many indicators that can be used calculate the overall library health.

Quality Control Standards

- The Quality Control mechanisms should provide an overall library score based on real-time information.
- Quality Control scores should be recorded over time to produce a historical record of process performance and to visually demonstrate process improvement.
- The Quality Control mechanism should provide a diagnosis along with clear instructions on how to cure all identified problems.

Quality Control Key Performance Indicators

- Days since last library synchronization.
- Existence of offsite tapes.
- Days since last offsite.
- Existence of pre-identified lists of critical tapes which need to be offsite.
- Days since the last list of pre-identified tapes was produced.
- Number of predefined lists which have one or more tapes not offsite.
- Number of reconciliation errors.
- Number of tapes with low quality scores.

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