

DIN ISO/IEC 15504-5:2011-07 (E)

Information technology - Process assessment - Part 5: An exemplar Process Assessment Model (ISO/IEC 15504-5:2006)

| Contents | | Page |
|-----------------|--|-------------|
| 1 | Scope | 7 |
| 2 | Normative references | 7 |
| 3 | Terms and definitions | 8 |
| 4 | Overview of the exemplar Process Assessment Model | 8 |
| 4.1 | Introduction | 8 |
| 4.2 | Structure of the exemplar Process Assessment Model | 9 |
| 4.3 | Assessment Indicators | 16 |
| 4.4 | Measuring process capability | 19 |
| 5 | The process dimension and process performance indicators (level 1) | 21 |
| 5.1 | The Acquisition Process Group (ACQ) | 22 |
| 5.2 | Supply Process Group (SPL) | 27 |
| 5.3 | Operation Process Group (OPE) | 31 |
| 5.4 | Engineering Process Group (ENG) | 33 |
| 5.5 | Supporting Process Group (SUP) | 49 |
| 5.6 | Management Process Group (MAN) | 62 |
| 5.7 | Process Improvement Process Group (PIM) | 71 |
| 5.8 | Resource and Infrastructure Process Group (RIN) | 75 |
| 5.9 | Reuse Process Group (REU) | 80 |
| 6 | Process capability indicators (level 1 to 5) | 85 |
| 6.1 | Level 1: Performed process | 85 |
| 6.2 | Level 2: Managed process | 85 |
| 6.3 | Level 3: Established process | 90 |
| 6.4 | Level 4: Predictable process | 94 |
| 6.5 | Level 5: Optimizing process | 98 |
| 6.6 | Related Processes for Process Attributes | 102 |
| | Annex A (informative) Conformity of the exemplar process assessment model | 104 |
| | Annex B (informative) Work product characteristics | 109 |
| | Annex C (informative) Adaptation of the assessment model | 164 |
| | Bibliography | 168 |
| | Introduction | 5 |
| | National foreword | 3 |
| | National Annex NA (informative) Bibliography | 4 |