

# ISO/IEC 33020:2019-11 (E)

## Information technology - Process assessment - Process measurement framework for assessment of process capability

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
1	<b>Scope .....</b>	<b>1</b>
2	<b>Normative references .....</b>	<b>1</b>
3	<b>Terms and definitions .....</b>	<b>1</b>
4	<b>Overview .....</b>	<b>2</b>
5	<b>A process measurement framework for process capability .....</b>	<b>3</b>
5.1	<b>General .....</b>	<b>3</b>
5.2	<b>Process capability levels and process attributes .....</b>	<b>3</b>
5.2.1	<b>General .....</b>	<b>3</b>
5.2.2	<b>Process capability Level 0: Incomplete process .....</b>	<b>3</b>
5.2.3	<b>Process capability Level 1: Performed process .....</b>	<b>3</b>
5.2.4	<b>Process capability Level 2: Managed process .....</b>	<b>4</b>
5.2.5	<b>Process capability Level 3: Established process .....</b>	<b>5</b>
5.2.6	<b>Process capability Level 4: Predictable process .....</b>	<b>6</b>
5.2.7	<b>Process capability Level 5: Innovating process .....</b>	<b>7</b>
5.3	<b>Process attribute rating scale .....</b>	<b>8</b>
5.4	<b>Process attribute rating method .....</b>	<b>9</b>
5.4.1	<b>General .....</b>	<b>9</b>
5.4.2	<b>Rating method R1 .....</b>	<b>10</b>
5.4.3	<b>Rating method R2 .....</b>	<b>10</b>
5.4.4	<b>Rating method R3 .....</b>	<b>10</b>
5.5	<b>Aggregation method .....</b>	<b>10</b>
5.5.1	<b>General .....</b>	<b>10</b>
5.5.2	<b>One dimensional aggregation methods .....</b>	<b>11</b>
5.5.3	<b>Two dimensional aggregation methods .....</b>	<b>11</b>
5.6	<b>Process capability level model .....</b>	<b>12</b>
	<b>Annex A (informative) Conformity of the process measurement framework .....</b>	<b>13</b>
	<b>Annex B (informative) Indicators of process capability .....</b>	<b>18</b>
	<b>Annex C (informative) Guidance on the process measurement framework .....</b>	<b>32</b>
	<b>Annex D (informative) Example of a process performance model .....</b>	<b>40</b>
	<b>Bibliography .....</b>	<b>42</b>