ISO/IEC 33020:2019-11 (E)

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

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Overview 2

5 A process measurement framework for process capability 3
5.1 General 3
5.2 Process capability levels and process attributes 3
5.2.1 General 3
5.2.2 Process capability Level 0: Incomplete process 3
5.2.3 Process capability Level 1: Performed process 3
5.2.4 Process capability Level 2: Managed process 4
5.2.5 Process capability Level 3: Established process 5
5.2.6 Process capability Level 4: Predictable process 6
5.2.7 Process capability Level 5: Innovating process 7
5.3 Process attribute rating scale 8
5.4 Process attribute rating method 9
5.4.1 General 9
5.4.2 Rating method R1 10
5.4.3 Rating method R2 10
5.4.4 Rating method R3 10
5.5 Aggregation method 10
5.5.1 General 10
5.5.2 One dimensional aggregation methods 11
5.5.3 Two dimensional aggregation methods 11
5.6 Process capability level model 12

Annex A (informative) Conformity of the process measurement framework 13

Annex B (informative) Indicators of process capability 18

Annex C (informative) Guidance on the process measurement framework 32

Annex D (informative) Example of a process performance model 40

Bibliography 42