

ISO/IEC 33001:2015-03 (E)

Information technology - Process assessment - Concepts and terminology

Contents		Page
	Foreword	iv
	Introduction	v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
3.1	Terms relating to processes and process management	1
3.2	Terms relating to process assessment	3
3.3	Terms relating to process models	5
3.4	Terms relating to process measurement	6
4	Structure of the set of Standards	7
5	Concepts	10
5.1	General	10
5.2	Concepts of “process”	10
5.3	The assessment framework	11
5.3.1	Measuring process quality characteristics	11
5.3.2	Process reference models	11
5.3.3	Process assessment models	12
5.3.4	The process assessment process	12
5.4	Organizational process maturity	13
5.5	Competency of assessors	14
5.6	Application of Assessment Results	14
5.6.1	Improving performance	14
5.6.2	Evaluating process-related risk	14
5.6.3	Benchmarking performance	15
6	Assessment of process capability	15
7	Conformance	15
8	Conformity assessment	16
	Annex A (informative) Cross Referencing ISO/IEC 330xx to ISO/IEC 15504	17
	Bibliography	18