

ISO/IEC TS 33073:2017-11 (E)

Information technology - Process assessment - Process capability assessment model for quality management

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Overview of the Process Assessment Model (PAM)	2
4.1	General	2
4.2	Structure of the Process Assessment Model	3
4.2.1	Processes	3
4.2.2	Process dimension	4
4.2.3	Capability dimension	4
4.3	Assessment indicators	5
4.3.1	Process Capability Indicators	7
4.3.2	Process Performance Indicators	8
4.4	Measuring process capability	8
5	The process dimension and process performance indicators (Level 1)	10
5.1	General	10
5.2	COM.01 Communication management	11
5.3	COM.02 Documentation management	12
5.4	COM.03 Human resource management	14
5.5	COM.04 Improvement	14
5.6	COM.05 Internal audit	16
5.7	COM.06 Management review	16
5.8	COM.07 Non-conformity management	17
5.9	COM.08 Operational planning	19
5.10	COM.09 Operational implementation and control	22
5.11	COM.10 Performance evaluation	24
5.12	COM.11 Risk management	25
5.13	ORG.01 Asset management	27
5.14	ORG.02 Measurement resource management	27
5.15	ORG.03 Supplier management	28
5.16	TEC.01 Configuration management	29
5.17	TEC.02 Process changes	30
5.18	TEC.03 Product/service changes	31
5.19	TEC.04 Product/service design	32
5.20	TEC.05 Product/service planning	32
5.21	TEC.06 Product/service quarantine	33
5.22	TEC.07 Product/service requirements	34
5.23	TEC.08 Product/service review	35
5.24	TEC.09 Product/service supply	36
5.25	TEC.10 Product/service validation	37
5.26	TEC.11 Product/service verification	37
5.27	TOP.01 Leadership	38
6	Process capability indicators	40

6.1	General	40
6.2	Process capability levels and process attributes	41
6.2.1	General	41
6.2.2	Process capability Level 0: Incomplete process	41
6.2.3	Process capability Level 1: Performed process	41
6.2.4	Process capability Level 2: Managed process	42
6.2.5	Process capability Level 3: Established process	47
6.2.6	Process capability Level 4: Predictable process	52
6.2.7	Process capability Level 5: Innovating process	56
6.3	Related processes for process attributes	60
Annex A (informative) Conformity of the process assessment model		62
Annex B (informative) Input and output characteristics		67
Annex C (informative) Association between base practices and ISO 9001 requirements		107
Bibliography		298