

ISO/IEC TR 33018:2019-07 (E)

Information technology - Process assessment - Guidance for assessor competency

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Competence requirements	1
4.1	Source of requirements	1
4.2	Competence requirements for process assessors (general)	1
4.2.1	Knowledge of business management practices	1
4.2.2	Knowledge of process assessment principles, practices and techniques	1
4.2.3	Knowledge of specific process assessment standards/normative documents	2
4.2.4	Knowledge of client's business sector	2
4.2.5	Knowledge of client products, processes and organization	2
4.2.6	Language skills appropriate to all levels within the client organization	2
4.2.7	Note-taking and report-writing skills	2
4.2.8	Presentation skills	2
4.2.9	Interviewing skills	2
4.2.10	Assessment management skills	2
4.3	Competence requirements for process assessors (specific)	2
Bibliography		5