INTERNATIONAL STANDARD

ISO/IEC 33020

Second edition 2019-11

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

Technologies de l'information — Évaluation du processus — Cadre de mesure du processus pour évaluer la capacité du processus



ISO/IEC 33020:2019(E)



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2019

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office CP 401 • Ch. de Blandonnet 8 CH-1214 Vernier, Geneva Phone: +41 22 749 01 11 Fax: +41 22 749 09 47 Email: copyright@iso.org Website: www.iso.org

Published in Switzerland

Contents Foreword Introduction					
				cope	
				•	
	ormative references				
3 To	erms and definitions	1			
4 0	verview	2			
5 A 5. 5.	2 Process capability levels and process attributes	3 3			
	 5.2.1 General 5.2.2 Process capability Level 0: Incomplete process 5.2.3 Process capability Level 1: Performed process 	3 3			
	 5.2.4 Process capability Level 2: Managed process 5.2.5 Process capability Level 3: Established process 5.2.6 Process capability Level 4: Predictable process 	5			
5. 5.	5.2.7 Process capability Level 5: Innovating process Process attribute rating scale				
Э.	5.4.1 General	9 10			
5.	U	10 10 11			
5.					
Annex A	(informative) Conformity of the process measurement framework	13			
	(informative) Indicators of process capability				
	(informative) Guidance on the process measurement framework				
	(informative) Example of a process performance model				
Bibliogr	aphy	42			