
**Information technology — Process
assessment —**

**Part 1:
Concepts and vocabulary**

*Technologies de l'information — Évaluation des procédés —
Partie 1: Concepts et vocabulaire*

Reference number
ISO/IEC 15504-1:2004(E)



PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

© ISO/IEC 2004

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Concept	7
4.1 General	7
4.1.1 Purpose and benefits	7
4.1.2 Field of application	8
4.1.3 Components of ISO/IEC 15504	9
4.1.4 Relationship to other International Standards	12
4.2 The assessment framework	13
4.2.1 The context of assessment process	13
4.2.2 Assessment indicators	14
4.3 Competency of assessors	14
4.4 Process improvement context	15
4.5 Process capability determination context	16
5 Conformance	17
Annex A (informative) Classified terms and definitions	18
A.1 Model architecture terms	18
A.2 Process terms	18
A.3 Measurement framework terms	18
A.4 Assessment process terms	19
A.5 Assessor terms	19
A.6 Process improvement terms	19
A.7 Process capability determination terms	19

Figures and Tables

Figure 1 — Process Assessment Relationship	8
Figure 2 — Components of ISO/IEC 15504	10
Figure 3 — Overview of relationship of elements of ISO/IEC 15504	12
Figure 4 — The major elements of the assessment process	13
Figure 5 — Process Assessment Model relationships	14
Figure 6 — Process improvement	15
Figure 7 — Process capability determination	16
Table 1 — Readership of ISO/IEC 15504	10