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Information technology — Process assessment — Guidance for assessor competency

Technologies de l'information — Evaluation des processus — Recommandations en matière de compétence des évaluateurs

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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

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Assessor competence results from experience and knowledge of the domain being assessed, possessing skills in the application of the principle technologies of the ISO/IEC 330xx family of standards, and personal attributes which contribute to effective performance. Competence is gained by a combination of education, training, skills, and experience.

The lead assessor in an assessment team has the primary role of ensuring that the assessor team members collectively have the right blend of specialized knowledge and assessment skills. The lead assessor provides the necessary guidance to the team and helps to moderate the judgments and ratings made by the members of the team to ensure consistency of interpretation.

A Body of Knowledge for the performance and application of process assessment is published as a Standing Document by JTC 1/SC 7/WG 10 (Process Assessment) (N1180).

Figure 1 shows the key entities and relationships.

a) Assessors demonstrate their competence to perform assessments.

b) Competence results from:

   1) the knowledge of the process;

   2) skills in the principle technologies of ISO/IEC 330xx family of standards;

   3) personal attributes which contribute to effective performance.

c) The knowledge, skills, and personal attributes are gained by a combination of education, training, and experience.

d) An alternative to the demonstration of competence is to validate an assessor's education, training, and experience.

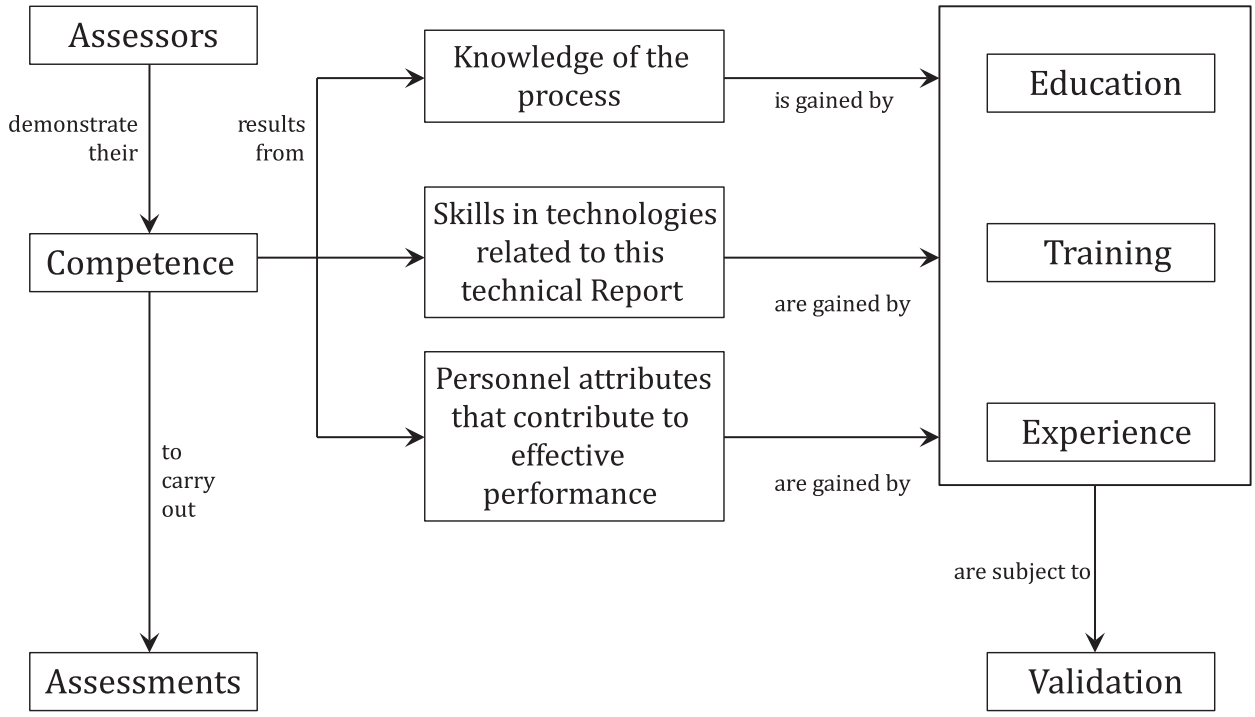

Figure 1 — Relationships

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Information technology — Process assessment — Guidance for assessor competency

1 Scope

This document provides general and specific guidance for the competency of assessors performing assessments in accordance with the ISO/IEC 330xx family of standards.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 33001, *Information technology — Process assessment — Concepts and terminology*

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