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Foreword

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Introduction

Process assessment is a disciplined evaluation of an organizational unit's processes against a process assessment model. It is initiated as a result of a desire to determine and/or improve the performance of these processes.

The guidance in this document is primarily aimed at the lead assessor who has the responsibility for conducting the assessment, selection and use of models, documented assessment process and tools for the assessment.

The guidance may also be of use to the developers of assessment models, documented assessment processes and tools as an aid to understanding the requirements.

The assessors and other participants in an assessment may use the guidance to gain an understanding of process assessment.

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Information technology — Process assessment — Guidance for performing process assessments

1 Scope

This document provides an overview of process assessment and interprets the requirements of ISO/IEC 33002 and ISO/IEC 33004 through the provision of guidance on the selection and use of assessment models, documented assessment processes, and instruments or tools for assessment.

Process assessment is applicable in the following circumstances:

a) by or on behalf of an organization with the objective of understanding the state of its own processes for process improvement;

b) by or on behalf of an organization with the objective of determining the suitability of its own processes for a particular requirement or class of requirements;

c) by or on behalf of one organization with the objective of determining the suitability of another organization's processes for a particular contract or class of contracts.

2 Normative reference

The following referenced documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. 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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