



BSI Standards Publication

Information technology — Process assessment — Guidance for assessor competency

National foreword

This Published Document is the UK implementation of ISO/IEC TR 33018:2019.

The UK participation in its preparation was entrusted to Technical Committee IST/15, Software and systems engineering.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2019
Published by BSI Standards Limited 2019

ISBN 978 0 539 01325 2

ICS 35.080

Compliance with a British Standard cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 31 July 2019.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

TECHNICAL REPORT

ISO/IEC TR 33018

First edition
2019-07-08

Information technology — Process assessment — Guidance for assessor competency

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



Reference number
ISO/IEC TR 33018:2019(E)

© ISO/IEC 2019



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2019, Published in Switzerland

All rights reserved. Unless otherwise specified, 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
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

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

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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see <http://patents.iec.ch>).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

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.

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.

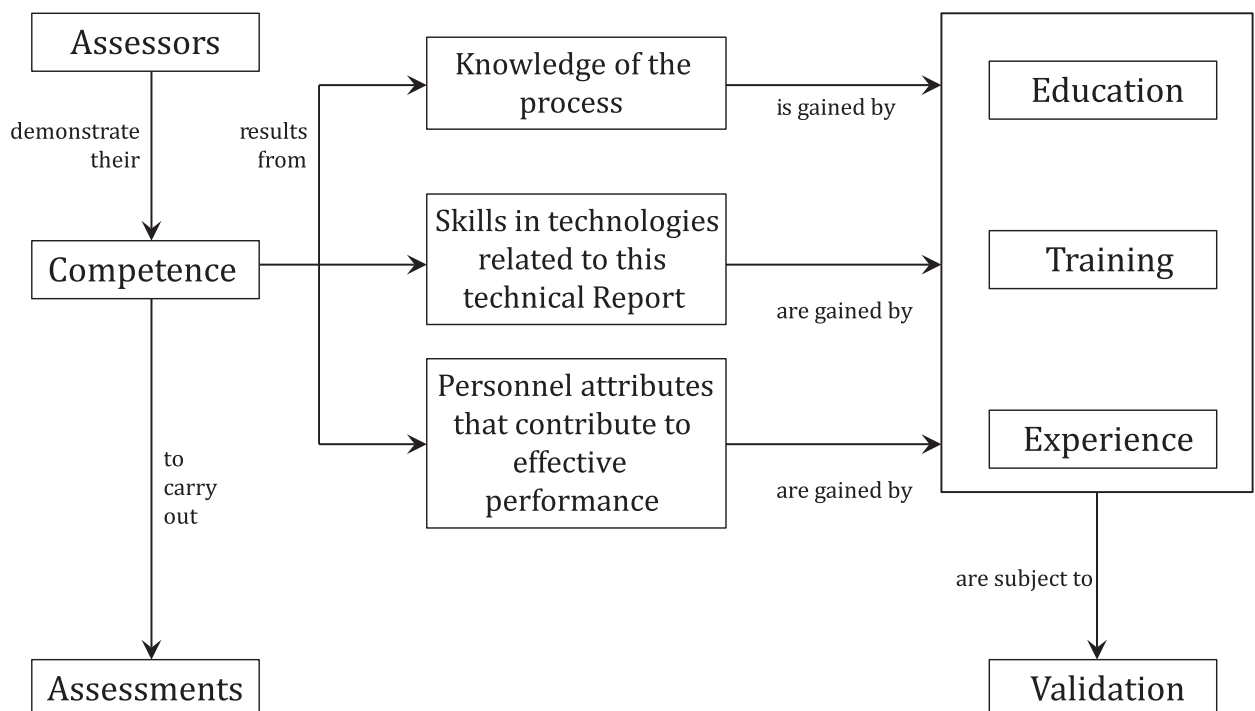


Figure 1 — Relationships

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*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 33001 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

4 Competence requirements

4.1 Source of requirements

Requirements for the competencies required for certification related to process assessment in the domain of software and systems engineering are to be found in the ISO/IEC 24773 series. The principal standard is ISO/IEC 24773-1; It contains the requirements which are common to all other parts of the ISO/IEC 24773 series.

Guidance on the application of the ISO/IEC 24773 series is found in ISO/IEC TR 29154. It includes interpretive guidance on several clauses of the ISO/IEC 24773 series, as well as a review of potential typical scenarios for use of the ISO/IEC 24773 series.

4.2 Competence requirements for process assessors (general)

4.2.1 Knowledge of business management practices

Process assessors have knowledge of general organization types, size, governance, structure and work place practices, information and data systems, documentation systems, and information technology.

4.2.2 Knowledge of process assessment principles, practices and techniques

Process assessors have knowledge of process assessment principles, practices and techniques, sufficient to conduct third party and first party process assessments.