



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)

AVA Documents
Document Sharing Hub
© 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