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**SANS 33020:2017**  
Edition 1  
**ISO/IEC 33020:2015**  
Edition 2

## **SOUTH AFRICAN NATIONAL STANDARD**

# **Information technology — Process assessment — Process measurement framework for assessment of process capability**

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**Table of changes**

<b>Change No.</b>	<b>Date</b>	<b>Scope</b>

**National foreword**

This South African standard was prepared by National Committee SABS/TC 001/SC 07, *Information technology – ICT systems and software engineering*, in accordance with procedures of the South African Bureau of Standards, in compliance with annex 3 of the WTO/TBT agreement.

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assessment — Process measurement  
framework for assessment of process  
capability**

*Technologies de l'information — Évaluation du processus — Cadre de  
mesure du processus pour évaluer la capacité du processus*



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