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**Data quality —**

**Part 2:  
Vocabulary**

*Qualité des données —  
Partie 2: Vocabulaire*

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO documents 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](http://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 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](http://www.iso.org/patents)).

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

For an explanation on 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 the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 184, *Automation systems and integration*, Subcommittee SC 4, *Industrial data*.

This second edition cancels and replaces the first edition (ISO 8000-2:2012), which has been technically revised, with the addition and modification of some terms and definitions.

ISO 8000 is organized as a series of parts, each published separately. The structure of ISO 8000 is described in ISO/TS 8000-1.

Each part of ISO 8000 is a member of one of the following series: general data quality, master data quality and product data quality. This document is a member of the general data quality series but applicable to all of the three data quality series.

A list of all parts in the ISO 8000 series can be found on the ISO website.

## Introduction

The ability to create, collect, store, maintain, transfer, process and present data to support business processes in a timely and cost effective manner requires both an understanding of the characteristics of the data that determine its quality, and an ability to measure, manage and report on data quality.

ISO 8000 defines characteristics that can be tested by any organization in the data supply chain to objectively determine conformance of the data to ISO 8000.

ISO 8000 provides frameworks for improving data quality for specific kinds of data. The frameworks can be used independently or in conjunction with quality management systems.

ISO 8000 covers industrial data quality characteristics throughout the product life cycle from conception to disposal. ISO 8000 addresses specific kinds of data including, but not limited to, master data, transaction data and product data.

This document establishes the vocabulary for the ISO 8000 series of parts.

[Annex A](#) contains an identifier that unambiguously identifies this document in an open information system.

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# Data quality —

## Part 2: Vocabulary

### 1 Scope

This document defines terms relating to data quality used in the ISO 8000 series of parts.

### 2 Normative references

There are no normative references in this document.

### 3 Terms and definitions

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

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

#### 3.1 Terms relating to applications

##### 3.1.1 application

group of one or more *processes* (3.3.3) creating or using *product data* (3.11.5)

[SOURCE: ISO 10303-1:1994, 3.2.2]

##### 3.1.2 application protocol AP

part of ISO 10303 that specifies an application interpreted model satisfying the scope and *information* (3.2.7) *requirements* (3.3.4) for a specific *application* (3.1.1)

Note 1 to entry: This definition differs from the definition used in open system interconnection (OSI) standards. However, since this document is not intended to be used directly with OSI communications, no confusion should arise.

[SOURCE: ISO 10303-1:1994, 3.2.7, modified — The words “this International Standard” have been replaced by “this document” in the Note to entry.]

##### 3.1.3 application reference model ARM

*information* (3.2.7) model that describes the *information requirements* (3.3.4) and constraints of a specific *application* (3.1.1) context

[SOURCE: ISO 10303-1:1994, 3.2.8]

## 3.2 Terms relating to data and information

### 3.2.1

#### **data**

reinterpretable representation of *information* (3.2.7) in a formalized manner suitable for communication, interpretation, or processing

[SOURCE: ISO/IEC 2382:2015, 2121272, modified — Notes to entry have been removed.]

### 3.2.2

#### **data exchange**

storing, accessing, transferring and archiving of *data* (3.2.1)

[SOURCE: ISO 10303-1:1994, 3.2.15]

### 3.2.3

#### **data message**

message used to exchange *data* (3.2.1) between organizations

EXAMPLE 1 Web Services call: data to be exchanged consisting of Extensible Markup Language (XML) elements in a Simple Object Access Protocol (SOAP) envelope.

EXAMPLE 2 E-mail message: data to be exchanged consisting of an XML file attached to the e-mail.

EXAMPLE 3 Java remote method invocation call: data to be exchanged consisting of Java objects serialized according to the Java Remote Method Invocation (RMI) specification.

EXAMPLE 4 Open Database Connectivity (ODBC) call: data to be exchanged consisting of an update statement encoded according to the ODBC specification.

EXAMPLE 5 File or data to be exchanged contained on a compact diskette delivered to an organization by a person: data to be exchanged consisting of a spreadsheet.

### 3.2.4

#### **data set**

logically meaningful grouping of *data* (3.2.1)

EXAMPLE 1 Computer-aided design (CAD) files.

EXAMPLE 2 Electronic data interchange (EDI) transactions.

### 3.2.5

#### **data specification**

rules for describing items belonging to a particular class using entries from a *data dictionary* (3.7.1)

[SOURCE: ISO 22745-2:2010, B.2.18, modified — Examples have been removed.]

### 3.2.6

#### **entity**

concrete or abstract thing in the domain under consideration

[SOURCE: ISO 19439:2006, 3.29, modified — The word “any” has been removed at the start of the definition.]

### 3.2.7

#### **information**

knowledge concerning objects, such as facts, events, things, *processes* (3.3.3), or ideas, including concepts, that within a certain context has a particular meaning

[SOURCE: ISO/IEC 2382:2015, 2121271, modified — Field of application and notes to entry have been removed.]

**3.2.8****metadata**

*data* (3.2.1) defining and describing other data

[SOURCE: ISO/IEC 11179-1:2015, 3.2.16, modified — The words “that defines and describes” have been replaced by “defining and describing”.]

**3.2.9****organization identifier**

reference that can be resolved unambiguously to the legal name, location and the administrator of the organization

**3.3 Terms relating to quality****3.3.1****quality**

degree to which a set of inherent characteristics of an object fulfils *requirements* (3.3.4)

Note 1 to entry: The term “quality” can be used with adjectives such as poor, good or excellent.

Note 2 to entry: “Inherent”, as opposed to “assigned”, means existing in the object.

[SOURCE: ISO 9000:2015, 3.6.2]

**3.3.2****quality management system**

part of a management system with regard to *quality* (3.3.1)

[SOURCE: ISO 9000:2015, 3.5.4]

**3.3.3****process**

set of interrelated or interacting activities that use inputs to deliver an intended result

[SOURCE: ISO 9000:2015, 3.4.1, modified – Notes to entry have been removed.]

**3.3.4****requirement**

need or expectation that is stated, generally implied or obligatory

[SOURCE: ISO 9000:2015, 3.6.4, modified – Notes to entry have been removed.]

**3.4 Terms relating to data quality****3.4.1****accepted reference value**

value that serves as an agreed-upon reference for comparison

Note 1 to entry: The accepted reference value is derived as:

- a) a theoretical or established value, based on scientific principles;
- b) an assigned or certified value, based on experimental work of some national or international organization;
- c) a consensus or certified value, based on collaborative experimental work under the auspices of a scientific or technical group;
- d) the expectation, i.e. the mean of a specified set of *measurements* (3.9.2), when a), b) and c) are not available.

[SOURCE: ISO 3534-2:2006, 3.2.7]

### 3.4.2

#### **authoritative data source**

owner of a *process* (3.3.3) that creates *data* (3.2.1)

EXAMPLE The Department of Transportation of the Commonwealth of Pennsylvania, USA, is the authoritative data source for Pennsylvania motor vehicle registration records.

### 3.4.3

#### **data accuracy**

closeness of agreement between a *property value* (3.6.2) and the *true value* (3.4.11)

Note 1 to entry: In practice, the *accepted reference value* (3.4.1) is substituted for the true value.

### 3.4.4

#### **data accuracy record**

record of the *information* (3.2.7) provided about the *accuracy* (3.11.1) of a piece of *data* (3.2.1)

Note 1 to entry: A data accuracy record can include representations and warranties of the data's accuracy.

### 3.4.5

#### **data completeness**

*quality* (3.3.1) of having all *data* (3.2.1) that existed in the possession of the sender at time the *data message* (3.2.3) was created

### 3.4.6

#### **data completeness record**

record of the *information* (3.2.7) provided about the completeness of a piece of *data* (3.2.1)

Note 1 to entry: A data completeness record can include representations and warranties of the data's completeness.

### 3.4.7

#### **data error**

non-fulfilment of a *data* (3.2.1) *requirement* (3.3.4)

Note 1 to entry: In this term, "error" is synonymous with *nonconformity* (3.14.8).

### 3.4.8

#### **data quality**

degree to which a set of inherent characteristics of *data* (3.2.1) fulfils *requirements* (3.3.4)

Note 1 to entry: See also *quality* (3.3.1).

### 3.4.9

#### **data quality management**

coordinated activities to direct and control an organization with regard to *data quality* (3.4.8)

### 3.4.10

#### **data provenance record**

record of the ultimate derivation and passage of a piece of *data* (3.2.1) through its various owners or custodians

Note 1 to entry: A data provenance record can include *information* (3.2.7) about creation, update, transcription, abstraction, *validation* (3.4.12), and transferring ownership of data.

### 3.4.11

#### **true value**

value that characterizes a characteristic perfectly defined in the conditions that exist when the characteristic is considered

Note 1 to entry: The true value is a theoretical concept and, in general, cannot be known exactly.

[SOURCE: ISO 3534-2:2006, 3.2.5, modified.]

**3.4.12****validation**

confirmation, through the provision of *objective evidence* (3.14.9), that the *requirements* (3.3.4) for a specific intended use or *application* (3.1.1) have been fulfilled

[SOURCE: ISO 9000:2015, 3.8.13, modified – Notes to entry have been removed.]

**3.4.13****verification**

confirmation, through the provision of *objective evidence* (3.14.9), that specified *requirements* (3.3.4) have been fulfilled

[SOURCE: ISO 9000:2015, 3.8.12, modified – Notes to entry have been removed.]

**3.5 Terms relating to syntax and semantics****3.5.1****formal syntax**

specification of the valid sentences of a formal language using a formal grammar

EXAMPLE 1 An XML document type definition (DTD) is a formal syntax.

EXAMPLE 2 ISO 10303-21 contains a formal syntax in Wirth Syntax Notation (WSN) for ISO 10303 physical files.

Note 1 to entry: A formal language is computer-interpretable.

Note 2 to entry: Formal grammars are usually Chomsky context-free grammars.

Note 3 to entry: Variants of Backus-Naur Form (BNF) such as Augmented Backus-Naur Form (ABNF) and Wirth Syntax Notation (WSN) are often used to specify the syntax of computer programming languages and *data* (3.2.1) languages.

**3.5.2****semantic encoding**

technique of replacing natural language terms in a message with identifiers that reference *data dictionary entries* (3.7.2)

**3.5.3****semantically coded data specification**

data requirements statement

*data specification* (3.2.5) that uses entries from a *data dictionary* (3.7.1)

EXAMPLE 1 An ISO/TS 22745-30 compliant identification guide.

EXAMPLE 2 ISO 13584-501.

Note 1 to entry: A semantically coded data specification can be used to specify rules for describing items belonging to a particular class using *semantic encoding* (3.5.2).

**3.6 Terms related to characteristic data****3.6.1****characteristic data**

description of an *entity* (3.2.6) by the class to which it belongs and a set of *property values* (3.6.2)

EXAMPLE 1 ISO 13584, ISO 15926, ISO 22745, ISO 13399 and ISO/TS 29002 all include characteristic data in their *data* (3.2.1) models.

EXAMPLE 2 The item “Hex Cap Screw - A193 Grade B7.250-20 X 1.250” appears in a manufacturer’s catalogue. It can be described as:

— class: hexagon cap screw;

— property values: [material specification, A193 Grade B7]; [diameter, 0.250 in]; [thread pitch, 20/in]; [length, 1.250 in].

In actual characteristic data, the first element of each bracketed pair would be an identifier for a *data dictionary entry* (3.7.2). The elements are shown decoded here for clarity.

### 3.6.2

#### **property value**

instance of a specific value together with an identifier for a *data dictionary entry* (3.7.2) that defines a property

## 3.7 Terms relating to data dictionaries

### 3.7.1

#### **data dictionary**

collection of *data dictionary entries* (3.7.2) that allows lookup by *entity* (3.2.6) identifier

### 3.7.2

#### **data dictionary entry**

description of an *entity* (3.2.6) type containing, at a minimum, an unambiguous identifier, a term and a definition

Note 1 to entry: In the ISO 8000 *data* (3.2.1) architecture, a property need not be associated with a specific datatype in a *data dictionary* (3.7.1). The association between a property and a datatype can be made in a *data specification* (3.2.5).

Note 2 to entry: In order to exchange a value corresponding to a data dictionary entry, more *information* (3.2.7) than an identifier, a name and a definition might be needed. For a property, a data type is needed. Depending on the kind of property, other data elements (e.g. unit of measure, language) could be needed as well. These elements can be given in the data dictionary, in a data specification that references the data dictionary entry, or associated with the data themselves.

Note 3 to entry: In the ISO 13584 data architecture, the dictionary entry for a property is required to reference a specific datatype. Thus, an ISO 13584 dictionary entry is a special case of the more general concept, as it includes elements of a data specification.

## 3.8 Terms relating to transaction data

### 3.8.1

#### **business transaction**

completion of a business action or a course of action

### 3.8.2

#### **transaction data**

*data* (3.2.1) representing a *business transaction* (3.8.1)

## 3.9 Terms relating to measurement data

### 3.9.1

#### **measure**

ascertain or determine the magnitude or quantity of something

### 3.9.2

#### **measurement**

result of *measuring* (3.9.1) something

### 3.9.3

#### **measurement data**

*data* (3.2.1) recording the result of *measurements* (3.9.2)

### 3.10 Terms relating to master data

#### 3.10.1

##### **master data**

*data* (3.2.1) held by an organization to describe the *entities* (3.2.6) that are both independent and fundamental for that organization, and referenced in order to perform its transactions

**EXAMPLE** A credit card transaction is related to two entities that are represented by master data. The first is the credit card account at the issuing bank and is identified by the credit card number with the master data representing *information* (3.2.7) required by the issuing bank about that specific account. The second is the merchant account at the accepting bank and is identified by the merchant number with the master data representing information required by the accepting bank about that specific merchant.

Note 1 to entry: Types of master data typically include records that describe customers, *products* (3.11.4), employees, materials, suppliers, services, shareholders, facilities, equipment, and rules and regulations.

Note 2 to entry: The determination of what is considered master data depends on the viewpoint of the organization.

Note 3 to entry: The term “entity” is used in the general sense, not as used in data modelling.

#### 3.10.2

##### **master data message**

*data message* (3.2.3) used to exchange *master data* (3.10.1)

### 3.11 Terms relating to product data

#### 3.11.1

##### **accuracy**

specification to control precision of an approximate solution

Note 1 to entry: The intended interpretation of the accuracy is that an approximate solution is acceptable if the difference between that approximate solution and any other approximate solution obtained by calculation with a finer distribution of sampling points is smaller than the given accuracy. There are two types of accuracy:

- general accuracy applied to all the *measurements* (3.9.2), and
- specific accuracy applied only to specified measurements.

[SOURCE: ISO 10303-59:2014, 3.1.5.1, modified – In the definition, the word “an” has been added before “approximate”, and in the Note to entry, the word “measurement” has been changed to “measurements” in both bullets in the list.]

#### 3.11.2

##### **inspection**

determination of conformity to specified *requirements* (3.3.4)

[SOURCE: ISO 9000:2015, 3.11.7, modified – Notes to entry have been removed.]

#### 3.11.3

##### **inspection result**

result of *inspection* (3.11.2) which indicates whether, or not, *quality* (3.3.1) defects exist within the inspected *product shape data* (3.11.7)

Note 1 to entry: Such results can also include detailed *information* (3.2.7) on what type of quality defects exist, and how serious the defect is, together with the shape element *data* (3.2.1) where the problem is detected.

[SOURCE: ISO 10303-59:2014, 3.1.5.3, modified — The words “the product shape data inspected contains quality defects” have been replaced by “quality defects exist within the inspected product shape data”.]

**3.11.4**

**product**

thing or substance produced by a natural or artificial *process* (3.3.3)

[SOURCE: ISO 10303-1:1994, 3.2.26]

**3.11.5**

**product data**

representation of *information* (3.2.7) about a *product* (3.11.4) in a formal manner suitable for communication, interpretation, or processing by human beings or by computers

[SOURCE: ISO 10303-1:1994, 3.2.27]

**3.11.6**

**product data quality**

consistency, completeness and suitability for their purpose of the *product data* (3.11.5)

[SOURCE: ISO 10303-59:2014, 3.1.5.5, modified — The words “its purpose” have been replaced by “their purpose”.]

**3.11.7**

**product shape data**

*data* (3.2.1) representing product shape with geometric and topological *information* (3.2.7) in accordance with ISO 10303-42

[SOURCE: ISO 10303-59:2014, 3.1.5.7]

**3.11.8**

**quality criterion**

criterion for evaluating *product data quality* (3.11.6)

[SOURCE: ISO 10303-59:2014, 3.1.5.8]

**3.11.9**

**threshold**

allowance used for the assessment of shape *data quality* (3.4.8) by numerical test

EXAMPLE A distance threshold is the basis on which to evaluate the gap between a base surface and bounding curves for trimming the effective portion of the surface. This threshold specifies that if the maximum distance between the surface and the curves is greater than or equal to the specified minimum value, then the gap is a *quality* (3.3.1) defect.

[SOURCE: ISO 10303-59:2014, 3.1.5.9, modified — The original Note to entry has been changed into an Example and its wording has been clarified.]

**3.12 Terms relating to items of production and items of supply**

**3.12.1**

**item of production**

goods or service that conforms to a specification defined by a supplier

Note 1 to entry: Items of production are commonly tracked by *part numbers* (3.12.3), model numbers, or procedure codes.

[SOURCE: ISO 22745-2:2010, 22.2, modified — The word “good” has been replaced by “goods”.]

**3.12.2**

**item of supply**

class of substitutable goods or services that fulfil a fit, form or function defined by a buyer

[SOURCE: ISO 22745-2:2010, 22.1]

**3.12.3****part number**

unique alphanumeric designation assigned to an object in a manufacturing system

[SOURCE: ISO 22745-2:2010, 22.4, modified — Notes to entry have been removed.]

**3.12.4****stockkeeping unit****sku**

inventory item identified by a unique alphanumeric designation assigned to an object in an inventory control system

[SOURCE: ISO 22745-2:2010, 22.3, modified — Notes to entry have been removed.]

**3.12.5****serial number**

asset tracking number

asset number

number used to identify an individual occurrence of an *item of production* (3.12.1)

EXAMPLE Company A makes an item of production with *part number* (3.12.3) 253144-22, which has the following description: two piece ball valve, size 1/2 in, FNPT connection, max pressure 600 PSI (pounds per square inch) WOG (water, oil, and gas), 150 PSI WSP (working steam pressure), full port, material of construction forged brass, ball material Polytetrafluoroethylene, temperature range -40 °F to 400 °F. Company A assigns serial number 31552984 to the particular valve (physical object) with part number 253144-22 that comes off the production line at 2009-04-16T15:51:31.

**3.13 Terms relating to roles****3.13.1****data manager**

person who establishes plans for *data quality* (3.4.8) improvement in an organization, grants *data administrators* (3.13.4) authority to trace and correct *data* (3.2.1) over the *information* (3.2.7) systems or organization, and maintains data consistency in individual information systems through the organization-wide data architecture

**3.13.2****data administrator**

person who controls and coordinates the work of *data technicians* (3.13.3) by defining criteria needed to maintain *data quality* (3.4.8), designing *data* (3.2.1) schema, and analysing the causes of errors to prevent their recurrence

Note 1 to entry: By providing supporting resources and guidelines to data technicians, the data administrator puts the data quality plan into practice.

**3.13.3****data technician**

person who creates, reads, modifies and deletes *data* (3.2.1) in accordance with the guidelines for *data quality management* (3.4.9) set by the *data administrator* (3.13.4), and *measures* (3.9.1) *data quality* (3.4.8) and corrects *data errors* (3.4.7) found as a result of *data quality measurement* (3.9.2)

**3.13.4****data steward**

person or organization delegated the responsibility for managing a specific set of *data* (3.2.1) resources

[SOURCE: ISO 15143-1:2010, 3.3.21]

## 3.14 Terms relating to process assessment

### 3.14.1

#### **assessment input**

*information* (3.2.7) required before a *process assessment* (3.14.11) can commence

[SOURCE: ISO/IEC 33001:2015, 3.2.3]

### 3.14.2

#### **assessment output**

all of the tangible results from an assessment

Note 1 to entry: See also *assessment record* (3.14.3).

[SOURCE: ISO/IEC 33001:2015, 3.2.4, modified — Note to entry has been added.]

### 3.14.3

#### **assessment record**

orderly documented collection of the *information* (3.2.7) which is pertinent to the assessments and adds to the understanding and *verification* (3.4.13) of the *process* (3.3.3) profiles generated by the assessment

[SOURCE: ISO/IEC 33001:2015, 3.2.7]

### 3.14.4

#### **assessment team**

one or more individuals who jointly perform a *process assessment* (3.14.11)

[SOURCE: ISO/IEC 33001:2015, 3.2.10]

### 3.14.5

#### **maturity level**

point on an ordinal scale of organizational *process* (3.3.3) maturity that characterises the maturity of the *organizational unit* (3.14.10) assessed in the scope of the *maturity model* (3.14.6) used

[SOURCE: ISO/IEC 33001:2015, 3.4.1]

### 3.14.6

#### **maturity model**

model derived from one or more specified *process assessment models* (3.14.12) that identifies the *process* (3.3.3) sets associated with the levels in a specified scale of organizational process maturity

[SOURCE: ISO/IEC 33001:2015, 3.3.7, modified — The word “model(s)” has been changed to “models”.]

### 3.14.7

#### **measurement requirement**

textual description of how a criterion is *measured* (3.9.1), including any necessary additional attributes and rules to control the test and the element or elements to be tested, and which plays the role of an external specification for reliable *measurement* (3.9.2) algorithm

Note 1 to entry: The measurement requirement does not provide an algorithm for the measurement *process* (3.3.3): algorithm development is a competitive arena for engineering system vendors and where standardization is not possible.

### 3.14.8

#### **nonconformity**

non-fulfilment of a *requirement* (3.3.4)

[SOURCE: ISO 9000:2015, 3.6.9, modified – Note to entry has been removed.]

**3.14.9****objective evidence**

*data* (3.2.1) supporting the existence or verity of something

Note 1 to entry: Objective evidence can be obtained through observation, *measurement* (3.9.2), test, or other means.

[SOURCE: ISO/IEC 33001:2015, 3.2.13]

**3.14.10****organizational unit**

identified part of an organization that deploys one or more *processes* (3.3.3) that operate within a coherent set of business goals and which forms the basis for the scope of an assessment

Note 1 to entry: An organizational unit is typically part of a larger organization, although in a small organization, the organizational unit can be the whole organization.

[SOURCE: ISO/IEC 33001:2015, 3.2.14]

**3.14.11****process assessment**

disciplined evaluation of an *organizational unit's* (3.14.10) *processes* (3.3.3) against a *process assessment model* (3.14.12)

[SOURCE: ISO/IEC 33001:2015, 3.2.15]

**3.14.12****process assessment model**

model suitable for the purpose of assessing a specified *process* (3.3.3) *quality* (3.3.1) characteristic, based on one or more process reference models

Note 1 to entry: Process assessment models addressing a specific process quality characteristic can include the identification of the characteristic in the title; for example, a process assessment model addressing *process capability* (3.14.15) can be termed a "process capability assessment model".

[SOURCE: ISO/IEC 33001:2015, 3.3.9]

**3.14.13****process attribute**

process quality attribute  
measurable property of a *process* (3.3.3) *quality* (3.3.1) characteristic

[SOURCE: ISO/IEC 33001:2015, 3.4.3]

**3.14.14****process attribute rating**

judgement of the degree of achievement of the *process attribute* (3.14.13) for the assessed *process* (3.3.3)

[SOURCE: ISO/IEC 33001:2015, 3.4.5]

**3.14.15****process capability**

characterization of the ability of a *process* (3.3.3) to meet current or projected business goals

[SOURCE: ISO/IEC 33020:2015, 3.1]

**3.14.16****process capability level**

characterization of a *process* (3.3.3) on an ordinal *measurement* (3.9.2) scale of a *process capability* (3.14.15)

[SOURCE: ISO/IEC 33020:2015, 3.2]