**Quality Assurance Agreement with Software Suppliers**

**Appendix 1: Conducting and rating the process assessment**



# Purpose

This appendix to the *Quality Assurance Agreement with Software Suppliers* describes the procedure for conducting a process assessment, including the allocation of a process rating, and the resulting supplier classification.

# Rating

The maturity level of an individual process is determined by rating the process attributes (PAs), which in turn can be ascribed to the rating of basic practices and generic practices. Basic practices and generic practices are rated using one of the values from the following table:

|  |  |  |
| --- | --- | --- |
| Classification | Maturity level | Rating for compliance with requirements |
| F | 86 % - 100 % | Requirements completely fulfilled; minor deviations |
| L | 51 % - 85 % | Requirements predominantly fulfilled; greater deviations |
| P | 16 % - 50 % | Requirements partly fulfilled; serious deviations |
| N | 0 % - 15 % | Requirements not fulfilled |

The process maturity level for each individual, analysed process is calculated from the process attribute classifications (PAs) with the aid of the following table:

|  |  |  |
| --- | --- | --- |
| Maturity level | Process attribute | Rating |
| Level 1 | PA 1.1 | predominantly (L) or completely fulfilled (F) |
| Level 2 | PA 1.1 | completely fulfilled (F) |
| PA 2.1 | predominantly (L) or completely fulfilled (F) |
| PA 2.2 | predominantly (L) or completely fulfilled (F) |
| Level 3 | PA 1.1 | completely fulfilled (F) |
| PA 2.1 | completely fulfilled (F) |
| PA 2.2 | completely fulfilled (F) |
| PA 3.1 | predominantly (L) or completely fulfilled (F) |
| PA 3.2 | predominantly (L) or completely fulfilled (F) |

# Classification

Software suppliers are classified on the basis of the identified process maturity level. In this instance, a process maturity level (0-3) Pi is assigned to each process with i = 1... number (n) of the assessed processes.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Level | Process | Process maturity level |  | Observation / measures |
| A | MAN.3, ACQ.4, SUP.1, SUP.8 – SUP.10 | all Pi >= 2 | capable of meeting quality requirements |  |
| and | |
| ENG.2 - ENG.10 | all Pi >= 1 and all PA 1.1i = "F" |
| B | MAN.3, ACQ.4, SUP.1, SUP.8 – SUP.10 | all Pi >= 1 and at least one Pi < 2 | capable of meeting quality requirements under certain conditions | Introduction of an improvement program |
| and | |
| ENG.2 - ENG.10 | all Pi >= 1 |
| C | all processes | at least one Pi = 0 | n o t capable of meeting quality requirements | Introduction of an improvement program as containment action |