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**Title of presentation:** Towards ISO 9001:201X: Transitioning from process quality to product quality

#### **About the Author**

Alastair Walker is the founder and chief executive officer of the Software Process Improvement Laboratory. He is a member of the Standards South Africa Information Technology Committee (TC 71), and chair of StanSA National Committee for Software Engineering Standards (SC 71C). He chairs the StanSA task group that developed South African National Standard 10055 'ISO 9001:2000 Process Auditing' - a four part series addressing practical issues related to the conduct of process auditing from an ISO 9001:2000, process performance and process capability perspective.

Alastair is a Competent Certified Process Assessor (CCPA) registered with the South African Auditor and Training Certification Association (SAATCA). He is the project leader for the recently established SAATCA certified process capability assessor (CPA) personnel registration programme. He holds the Certified Software Quality Engineer (CSQE) certification associated with the American Society for Quality. He is the South African representative on the international ISO/IEC JTC1/SC7 Software Engineering Standards Committee Advisory Board since 1994. He has been a member since 1993 of the international team of experts tasked with the development of the standard for software process assessment and capability determination (ISO/IEC 15504). He is presently a co-editor for ISO/IEC 20000-4 (Information technology — Service management — Part 4: Process Reference Model).

The SPI Laboratory (Pty) Ltd is an enterprise accredited by the South African National Accreditation System (SANAS) (Laboratory No. T0242) for the measurement of process capability using ISO/IEC 15504:2003 in the field of Information Technology.

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#### **Abstract**

One of the recognized weaknesses of management system conformity assessment is that conformity to management system requirements may be demonstrated, but product conformity concerns may be chronically overlooked. (In plain terms this means that a management system can be certified as having met the requirements, but still produce non-conformant product.)

The next edition of ISO 9001 is being planned with additional requirements in mind that pay far greater attention to producing conformant product.

This tutorial will explore issues that need to be addressed when evaluating 'product capability'.

In the first instance, the concepts associated with the term 'product capability' are examined. The relationship of product capability to process capability and requirements capability is examined.

The second part of this tutorial will review results of a product capability assessment recently undertaken at a supplier of products associated with the local armaments industry.