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# Statistical methods in process management — Capability and performance —

## Part 5: Process capability estimates and performance for attributive characteristics

*Méthodes statistiques dans la gestion des processus — Aptitude et  
performance —*

*Partie 5: Estimations de l'aptitude du processus et performance pour  
les caractéristiques par attributs*



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## Foreword

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## Introduction

Organizations need to evaluate the capability and performance of their key processes including processes where the key characteristics only can be evaluated based on attributes. The methods described in this document are intended to assist any organization in this respect.

Process capability and performance evaluations are also necessary to enable organizations to assess the capability and performance of their suppliers. Those organizations will find the indices contained within this document useful in this endeavour.