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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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This document was prepared by Technical Committee ISO/TC 69, *Applications of statistical methods*, Subcommittee SC 4, *Applications of statistical methods in product and process management*.

A list of all parts in the ISO 22514 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## 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.

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