

Enterprise SPICE

Design Your Processes – Step By Step With Best Practices



- **Do we know how well our critical business processes work?**
- **How do we compete within our markets?**
- **Can we prove that our business processes are better than those of our competitors?**
- **Do we know the organizational maturity of our suppliers?**
- **Do we want to get more out of our management system?**

A Zurich based high-tech company in the field of speech processing has done an Enterprise SPICE assessment in addition to ISO 9001 audit and became fit for the international market.

A German SME (mechanical engineering) has – up-frightened by the economic crisis – successfully optimized its processes for the determination of the customer needs by Enterprise SPICE.

And when are you going with Enterprise SPICE?

The answer is Enterprise SPICE:

- An initiative to establish an Enterprise Integrated Standards-Based process assessment model for use with international standard ISO/IEC 15504 (SPICE).
- Enterprise SPICE integrates and harmonizes existing standards as determined by the stakeholders to provide a single process reference model and process assessment model that addresses broad enterprise processes. It will provide an efficient and effective mechanism for assessing and improving processes deployed across an enterprise.
- The measured E-SPICE maturity level (process quality) is a benchmark.
- E-SPICE is based on the SPICE model, a world-wide recognized assessment procedure (see ISO 15504 and Automotive SPICE).
- An E-SPICE assessment at your supplier site gives you the answers to fundamental questions.
- The optimization of your organization specific business processes with Enterprise SPICE is the leading way .



Enterprise SPICE

Do You Evaluate And Improve Your Business Processes Selectively And Systematically?

Enterprise SPICE ...

is a model to evaluate and improve business processes in an efficient manner, regardless of the size of the organization. It is based on standards that are internationally established and recognized. It addresses organizations that provide products and services, develop, produce, distribute and operate them, regardless of the industry. www.enterprisespice.com

How do Enterprise SPICE and ISO 9001 fit together?

Enterprise SPICE is a meaningful addition of an ISO 9001 certification. The ISO certificate shows that you operate a comprehensive management system according to ISO 9001. With Enterprise SPICE you can measure the maturity either of all your processes, or only of the one which is particularly business critical for your organization.

How can I state that I have improved my business processes?

By repetitive measurement you can state the progress at any time. Best practices help you during the optimization.

How do you know what is to improve?

An initial assessment provides you with a status quo. You decide to what level of maturity you want to improve the processes. You focus on what is critical for success. This creates room for targeted improvement.

It's not enough, when I use ISO 9001 or ISO 9004 for continuous improvement?

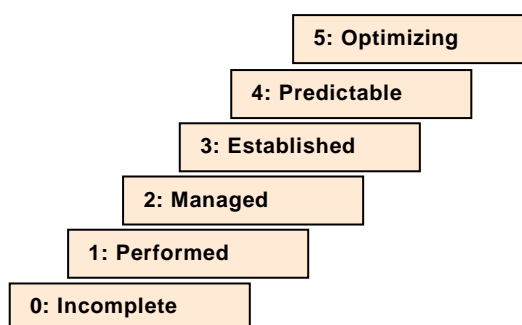
ISO 9004 is the guide to improve the performance of a management system and suggests good practices in general. Enterprise SPICE in contrast, offers best practices and with an assessment you get the appropriate scheme for the measurement of process maturity.

Can I use the model also internally in my organization?

After appropriate training, you can conduct internal assessments independently by yourself. However, to achieve an official result, the assessment must be conducted by an accredited assessor.

The Enterprise SPICE maturity levels

Enterprise SPICE includes six levels of maturity. Based on the characteristics of your processes the level of maturity is determined by the assessor. Base practices and generic practices play an important role for orientation. After an initial ISO 9001 certification most organizations are at a level 2 to 3.



„If I do not know, where I stand, how do I know then, where I want to go? “

Watts Humphrey (SEI)

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