

**BUREAU OF INDIAN STANDARDS**  
**DRAFT FOR COMMENTS ONLY**

(Not to be reproduced without the permission of BIS or used as an Indian Standard)

**मसौदा भारतीय मानक**  
**सूचना प्रौद्योगिकी - आईटी सक्षम सेवाएँ - व्यवसाय प्रक्रिया**  
**आउटसोर्सिंग (आईटीईएस-बीपीओ) जीवनचक्र प्रक्रियाएँ**  
**भाग 8: आईटीईएस - बीपीओ का निरंतर निष्पादन**  
**परिष्करण सीपीआई**

---

***Draft Indian Standard***  
***Information technology — IT Enabled Services-***  
***Business Process Outsourcing (ITES-BPO) lifecycle***  
***processes***  
***Part 8: Continual performance improvement CPI of***  
***ITES-BPO***

**ICS : 35.020**

## **NATIONAL FOREWORD**

(Formal clauses will be added later)

This Draft Indian Standard which is identical with ISO/IEC 30105-8:2022 ‘Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes Part 8: Continual performance improvement (CPI) of ITES-BPO’ issued by International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC) will be adopted by the Bureau of Indian Standards on the recommendation of the Software And System Engineering Sectional Committee LITD 14 and the approval of the Electronics and Information Technology Division Council.

The text of ISO Standard *may be* approved as suitable for publication as an Indian Standard without deviations. Certain conventions are however not identical to those used in Indian Standards. Attention is particularly drawn to the following:

- a) Wherever the words ‘International Standard’ appear referring to this standard, they should be read as ‘Indian Standard’.
- b) Comma (,) has been used as a decimal marker while in Indian Standards, the current practice is to use a point (.) as the decimal marker.

For the purpose of deciding whether a particular requirement of this standard is complied with, the final value, observed or calculated, expressing the result of a test or analysis, shall be rounded off in accordance with IS 2:2022 ‘Rules for rounding off numerical values (Second Revision)’. The number of significant places retained in the rounded off value should be same as that of the specified value in this standard.

### **Scope of ISO/IEC 30105-8:2022**

This document specifies a continual performance improvement (CPI) methodology and its major elements, which extend the already-defined continual improvement process (TEN8) in ISO/IEC 30105-1. This document helps ITES-BPO service providers to improve their performance by assessing service delivery.

This document does not define technologies and tools for implementing the CPI methodology.

Head  
Electronics & IT Department  
Bureau of Indian Standards  
9, B.S. Zafar Marg,  
New Delhi-110002  
Email: [hlitd@bis.gov.in](mailto:hlitd@bis.gov.in), [ashishtiware2205@bis.gov.in](mailto:ashishtiware2205@bis.gov.in)  
Tele: 011-23608501