

Références Bibliographiques

- ISO/IEC15504-Process Assessment Standard
A Reference Book
Series: The Kluwer International Series in Engineering and Computer Science, Vol. 775
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2004, XIV, 281 p. 126 illus., Hardcover
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<http://www.springeronline.com/sgw/cda/frontpage/0%2c11855%2c5-40109-22-34904495-0%2c00.html>

- Process Assessment and Improvement
A Practical Guide for Managers, Quality Professionals and Assessors
Series: The Kluwer International Series in Engineering and Computer Science, Vol. 776
Loon, Han van
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ISBN: 0-387-23182-X
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