

ISO 22301

A Complete Guide - 2019 Edition



PRACTICAL TOOLS FOR SELF-ASSESSMENT

Diagnose projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices

Implement evidence-based best practice strategies aligned with overall goals

Integrate recent advances and process design strategies into practice according to best practice guidelines

Use the Self-Assessment tool Scorecard and develop a clear picture of which areas need attention

The Art of Service

ISO 22301

Complete Self-Assessment Guide

The guidance in this Self-Assessment is based on ISO 22301 best practices and standards in business process architecture, design and quality management. The guidance is also based on the professional judgment of the individual collaborators listed in the Acknowledgments.

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