



<u>CLIENT INSTRUCTIONS:</u> The management representative or delegate is to indicate all processes needed for the management system as identified under ISO/IEC 20000-1:2018, clause 4.4, in the blank area under "auditee process" along with the appropriate process owner and placing an "X" in the matrix indicating the clause(s) that support the noted process. (See example of Order Entry, note this may not reflect your actual practices.)

PLEASE PRINT

Company Name	
Plant/facility	
Completed by / Date	

X = Identifies auditee processes, process owner, and corresponding applicable clauses												Арр	licable	e Claı	uses										
		4	5	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	7.6	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	9.4	10.1	10.2
Auditee Process	Owner																								
	Purchasing Manager	<u>X</u>	<u>X</u>		<u>X</u>				<u>X</u>	<u>X</u>			<u>X</u>												

Process Matrix for ISO/IEC 20000-1:2018

Form Date: 05/17/19 Form Revision: 0 Page: 1 of 2

X = Identifies auditee processes, process owner, and corresponding applicable clauses												Appl	licable	e Clau	uses										
		4	5	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	7.6	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	9.4	10.1	10.2
Auditee Process	Owner																								