**Maturity Level 0 deals is incomplete.**

**Maturity Level 1 deals with performed processes.**

* Processes are unpredictable, poorly controlled, and reactive.
* The process performance may not be stable and may not meet specific objectives such as quality, cost, and schedule, but useful work can be done.

**Maturity Level 2 deals with managed processes.**

* A managed process is a performed process that is also:
  + Planned and executed in accordance with policy
  + Employs skilled people
  + Adequate resources are available
  + Controlled outputs are produced
  + Stakeholders are involved
  + The process is reviewed and evaluated for adherence to requirements
* Processes are planned, documented, performed, monitored, and controlled at the project level. Often reactive.
* The managed process comes closer to achieving the specific objectives such as quality, cost, and schedule.

**Maturity Level 3 deals with defined processes.**

* A defined process is a managed process that:
  + Well defined, understood, deployed and executed across the entire **organization**. Proactive.
  + Processes, standards, procedures, tools, etc. are defined at the organizational (Organization X) level. Project or local tailoring is allowed, however it must be based on the organization’s set of standard processes and defined per the organization’s tailoring guidelines.
* Major portions of the organization cannot “opt out.”

**Maturity Level 4 is quantitatively managed.**

* All level 3 criteria have been achieved.
* The process area is controlled and improved.
* Quality is being maintained.

**Maturity Level 5 deals with optimization.**

* Continuous process improvement is enabled by quantitative feedback from the process and from piloting innovative ideas and technologies.