

SOFTWARE DEVELOPMENT QUALITY

QUALITY ATTRIBUTES

These attributes define quality. They cannot all be maximized because they are conflicting with each other. Trade-offs have to be made to find a global optimum.

PRODUCT QUALITY

The attributes of the artefact we build (based on ISO 25010).

- Functional Suitability – H3, L6, I1
- Performance Efficiency – N7, N8, K5
- Compatibility – N9, N8, R7
- Usability – M7, H2, H1
- Reliability – L2, M3, P8
- Security – N8, P6, N2
- Maintainability – O3, O6, Q4
- Portability – N3, S8, P9

SERVICE QUALITY

How our work is perceived by our customers (partially based on SERVQUAL).

- Expectation – H7, P2, N2
- Effectiveness – H6, L3, I4
- Efficiency – J5, E7, C6
- Predictability – B5, C5, I6
- Reliability – K2, B4, H4
- Responsiveness – S8, C4, F8
- Assurance – E4, G5, B8
- Empathy – B7, E5, D6
- Tangibles – L1, H3, J1

