

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 25010:2023)

- 🎯 Functional Suitability – H3, H1, I1
- ⚡ Performance Efficiency – N7, N8, K5
- 🔗 Compatibility – N9, N8, R7
- 🌐 Interaction capability – M7, H2, H3
- 🛡️ Reliability – L2, M3, P8
- 🔒 Security – N4, N8, P6
- 🔄 Maintainability – O3, O6, Q4
- 📦 Flexibility – N3, S8, P9
- 🛑 Safety – O2, N2, I2

SERVICE QUALITY

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

- 👤 Expectation – H7, P2, N2
- 🎯 Effectiveness – H6, E7, H4
- ⚡ Efficiency – J5, E7, C6
- 📊 Predictability – B5, C5, I6
- 🛡️ Reliability – K2, I9, Q3
- 🕒 Responsiveness – S8, C4, F8
- 🛡️ Assurance – E4, E5, B6
- 👤 Empathy – B7, E5, D6
- 📦 Tangibles – L1, I2, J1

