

ISO/IEC 25022:2016-06 (E)

Systems and software engineering - Systems and software quality requirements and evaluation (SQuaRE) - Measurement of quality in use

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Conformance	2
3	Normative references	2
4	Terms and definitions	2
5	Abbreviated terms	6
6	Use of quality in use measures	6
6.1	Applications of quality in use	6
6.2	Measurement of quality in use	7
6.3	Interpretation of quality in use measures	8
6.4	Selecting appropriate quality in use measures	9
6.5	Aspects of quality in use described in other International Standards	9
7	Format used for documenting the quality measures	9
8	Quality in use measures	10
8.1	General	10
8.2	Effectiveness measures	10
8.3	Efficiency measures	12
8.4	Satisfaction measures	13
8.4.1	General	13
8.4.2	Usefulness measures	14
8.4.3	Trust measures	15
8.4.4	(User experience) pleasure measures	15
8.4.5	(Ergonomic) comfort measures	16
8.5	Freedom from risk measures	16
8.5.1	General	16
8.5.2	Economic risk mitigation measures	18
8.5.3	Health and safety risk mitigation measures	19
8.5.4	Environmental risk mitigation measures	20
8.6	Context coverage measures	21
8.6.1	General	21
8.6.2	Context completeness measures	21
8.6.3	Flexibility measures	21
Annex A (informative)	Examples of how to measure context coverage	23
Annex B (informative)	Normalization of quality in use measures	25
Annex D (informative)	Quality in use evaluation process	31
Annex E (informative)	Relationship between different quality models	37

Annex F (informative) Quality measurement concepts	38
Annex G (informative) QMEs used to define quality measures	39
Bibliography	40