

# ISO/IEC 25019:2023-11 (E)

## Systems and software engineering - Systems and software Quality Requirements and Evaluation (SQuaRE) - Quality-in-use model

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>3.1</b>	<b>Quality-in-use .....</b>	<b>2</b>
<b>3.2</b>	<b>Quality-in-use characteristics and sub-characteristics .....</b>	<b>7</b>
<b>3.3</b>	<b>Related SQuaRE concepts .....</b>	<b>8</b>
<b>4</b>	<b>Quality-in-use model .....</b>	<b>11</b>
<b>4.1</b>	<b>General .....</b>	<b>11</b>
<b>4.2</b>	<b>Stakeholder .....</b>	<b>11</b>
<b>4.3</b>	<b>Quality-in-use in context .....</b>	<b>12</b>
<b>4.4</b>	<b>Quality-in-use model structure .....</b>	<b>12</b>
<b>4.5</b>	<b>Target of the quality-in-use model .....</b>	<b>13</b>
<b>4.6</b>	<b>Using the quality-in-use model .....</b>	<b>15</b>
	<b>Annex A (informative) Comparison with the quality-in-use model in ISO/IEC 25010:2011 .....</b>	<b>16</b>
	<b>Annex B (informative) The relationship between quality characteristics, quality sub-characteristics, and their stakeholder's needs .....</b>	<b>19</b>
	<b>Annex C (informative) Example of quality-in-use characteristics and their effect and influence .....</b>	<b>21</b>
	<b>Annex D (informative) Example of applying the quality-in-use model to an application .....</b>	<b>26</b>
	<b>Bibliography .....</b>	<b>30</b>