

Quality and deliverables

The success of a computing project depends in part on quality management, which defines how the project achieves the outcomes – the deliverables – agreed with the client. You will need to revise how quality standards are applied, customer requirements and the product breakdown structure.

Quality standards

Quality assurance methods ensure that each stage of the project is achieved. The two best recognised quality standards are:

ISO/IEC 25010:2011

The product quality model provides a benchmark for software in **eight** key areas:

- 1 **portability** so that the software can be installed onto the required platform
- 2 **functional suitability** so that the software delivers the correct result
- 3 **performance** so that it will process the data as required
- 4 **compatible** with hardware and other software
- 5 **usability** to support the user's needs
- 6 **maintainability** so the software can be modified in the future
- 7 **allowance** for a **secure** platform
- 8 **reliability** to ensure the software is fault free under normal use.

World Wide Web Consortium (W3C®)

This provides four guidelines for website design and functionality to ensure the content is accessible:

- 1 **perceivable** – relates to tools and functions used to make it easier for the user to hear and see the content
- 2 **operable** – accessible at all levels, e.g. keyboard or touchscreen
- 3 **understandable** – accessible and readable content
- 4 **robust** – can be used on any current and future system.

Customer requirements

Customer satisfaction is an essential requirement of all projects and includes:

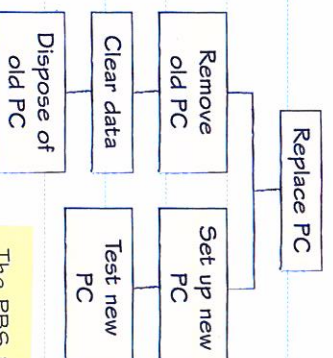
- functional requirements – **what** is required for a system to operate
 - non-functional requirements – **how** the operation of the system is assessed.
- For each functional and non-functional requirement to be achieved **SMART** targets are required to ensure customer satisfaction.



Revise SMART objectives on page 103.

Product breakdown structure (PBS)

A PBS is a visual map that shows the relationship between components and activities.



The PBS is a hierarchical list of the product and its components.

Now try this

Identify **two** tools or functions that can be used to make a website easier for a user to hear and see the content.

Think about how to make websites more 'perceivable' to visually impaired users or users with hearing impairments.