

# Quality Definition: GotoGro-MRM

## Quality Definition

The backlog item chosen for this task is the CSV report generator. This item is complex requiring both UI components, SQL to draw from the database as well as code to compile the data into a readable format.

The relevant ISO standard to draw from is Usability with the most important sub characteristic being Learnability. Usability is key as it encapsulates the fundamental requirements that a user can do what they set out to achieve completely and efficiently. In the context of this backlog item, given that it is a report system, there is no exact prescribed way the client needs to use it, it should be flexible enough that the client can adapt it to their needs, but simple enough that they can quickly bring up a report at the touch of a button.

Adding to that, learnability is the degree to which the user can work out how to use the system to best suit their needs in each circumstance, like intuitiveness. This is pertinent to the system since there is no time specifically allocated to training and integration. This means the Goto-Gro staff must learn to use the software on the spot, making usability and learnability top priority.

**Table 1** summarises the definitions of what would make usability and learnability successful.

**Table 1. Definition of Done**

Condition	Description
Usability	Useability is again hard to quantify but the easiest way would be through qualitative measures such as surveys of the relevant operators. Given this the reporting system, most widely used by management, the survey should be conducted involving as many shift managers as possible after at least a week of use. The survey will consist of: <ul style="list-style-type: none"><li>- A 1-10 question asking how easy the interface is to use with an acceptable success criterion of 7.</li><li>- A 1-10 question about how accurate the information provided was with a success criterion again of 7.</li></ul> Though seemingly arbitrary, the number 7 on a 1-10 scale is a psychological indicator of satisfaction for the user, indicating at minimum that the system met their expectations.
Learnability	Learnability goes hand in hand with usability testing and would most likely be tested on the same survey. The questions here would more specifically target areas where the user must modify some settings in order to yield what they're looking for. The survey questions would be: <ul style="list-style-type: none"><li>- A 1-10 question asking how easy it was for the operators to generate a report containing the information they wanted, again with a success criterion of 7.</li><li>- A yes or no question asking whether they were able to find all the data and measurements they were looking for. Here, an answer of no would prompt a description of what they could not find. The success criteria here would depend on a range of factors including how many people took the survey and if other recognised the same issue. This would also have to be cross-referenced with the functional suitability requirement in order to determine whether or not that piece of information was actually required as part of the design brief. To cast a reasonable example, the success criterion would read something like: less than 30% of the survey participants answered no to the question where the description specified is actually part of the system's functional completeness.</li></ul>