Project Proposal: GotoGro-MRM

Quality Management

Quality management on a software product relies on creating quantifiable test benchmarks and ensuring the software performs according or exceeding the criteria. Each item should be developed considering the user/client requirements.

Table 1. Definition of Done

Condition	Description
Functional Suitability	Functional suitability concerns the physical abilities of the software and if they satisfy the requirements. For this project the program must be able to perform the functionality explained in Task 02P, specifically: - Users must be able to add, search for and retrieve details of active members by using a member ID lookup graphical interface. - Users must be able to generate reports in csv format summarising sales data over user-defined timeframes.
Performance Efficiency	Performance efficiency is a measure of how much time it takes for the program to perform key functions. No benchmark was specified by the client, but we can make a reasonable assumption to arrive at the following parameters: - It should take no more than 2 seconds for the program to add a record to the database once the button is pressed. - It should take no more than 2 seconds to display the result when searching for a member by their ID. - It should take no more than 1 second to add an item to the sales tab of a given member, this is essential so that the sales provider can continue scanning items in a timely manner. - It should take no more than 5 seconds to compile and publish a report in csv format.
Compatibility	Compatibility refers to the program's ability to be run on machines with different architecture and operating systems: - No specific platform has been specified by the client. The program should therefore be functional on the 3 most common operating systems: Windows, Linux and Mac.
Usability	Useability concerns the ease of use of the program considering the average training of the user. Though hard to quantify, the following parameters will be used to satisfy this condition: - An operator familiar with the company should be capable of using the interface with <5% mistakes in 2 days or less. - An operator new to the company should be capable of using the interface with <5% mistakes in a week or less.
Reliability	Reliability refers to the program's ability to perform its function correctly and accurately: - To consider the software successful it should have an internal error (not caused by user error) rate of no higher than 0.5%. - Worded differently, only 1 error is permissible in every 200 item or member entries.
Portability	Portability refers to the ability of the software to be used in multiple environments and still perform as expected: - Given the consistent nature of retail setups and equipment, portability is largely negligible