| **Product Quality** | **Brief Description** | **Quality Assurance** |
| --- | --- | --- |
| Reliability | A measure of the ability of a system to operate error-free over a specified time period and under predefined conditions. | * Stress testing the application using tools such as WebPageTest, and Google PageSpeed. * Monitor and control testing. |
| Dependability | The extent of the user’s confidence and the level of trust that the software will operate as expected and will not fail. | * Provide high-quality and consistent design. * Conduct user integration testing. |
| Accuracy | A measure of how close the results are to what is expected. | * Review and update data constantly. |
| Security | The extent to which the system assures that all data will be protected against malware attacks and unauthorised access (GDPR). | * Follow GDPR rules regarding the security and integrity of a software product. * Conduct security testing through various stages of de development. * Control access to private data. |
| Usability | Indicates how easy it is for a user to access, learn, and use the system. | * Conduct usability and interface testing to ensure all components are working properly. * Keep content short and clear. * Design and position main components similar to popular software that the users are used to. |

**References**

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