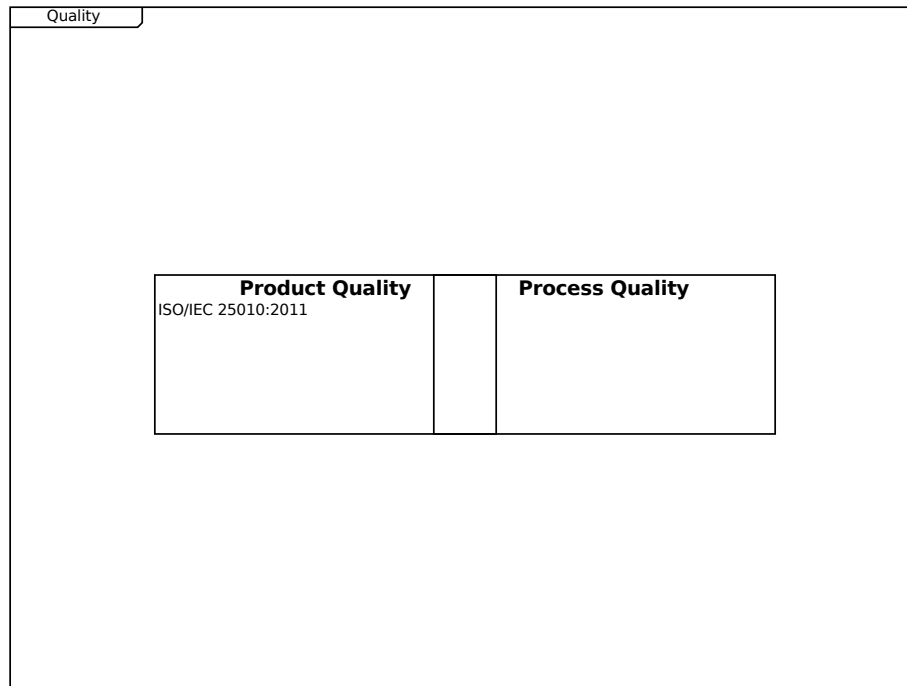


1 Quality Example

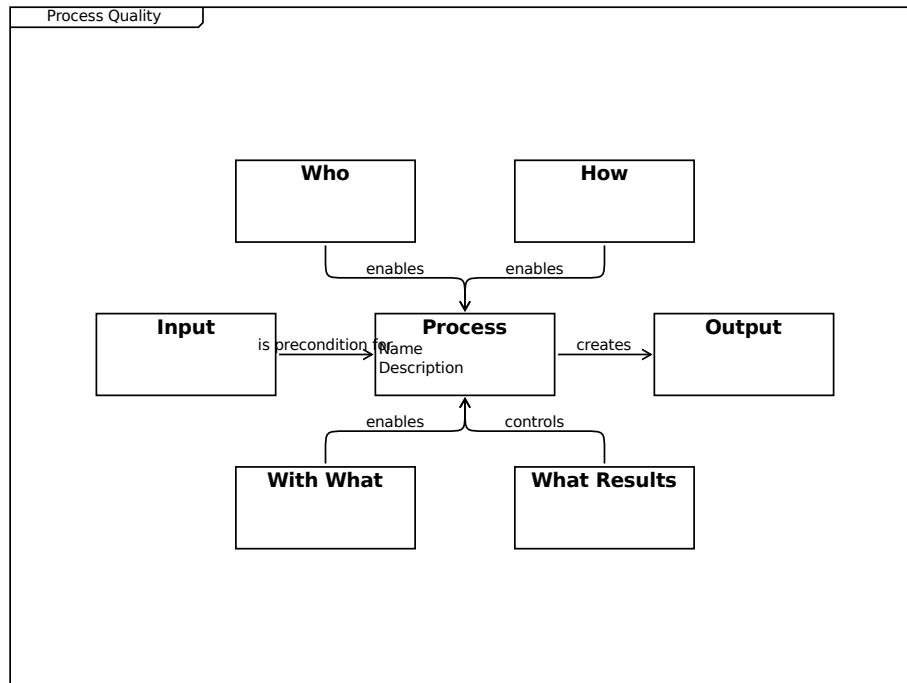


Quality

Product Quality
ISO/IEC 25010:2011

Process Quality

2 Process Quality



Process Quality

| The turtle diagram shows the elements of a process.

Who

| Roles,
| Skills, Knowledge,
| Trainings
enables --> Process

How

| Guidelines, Checklists,
| Templates
enables --> Process

Input

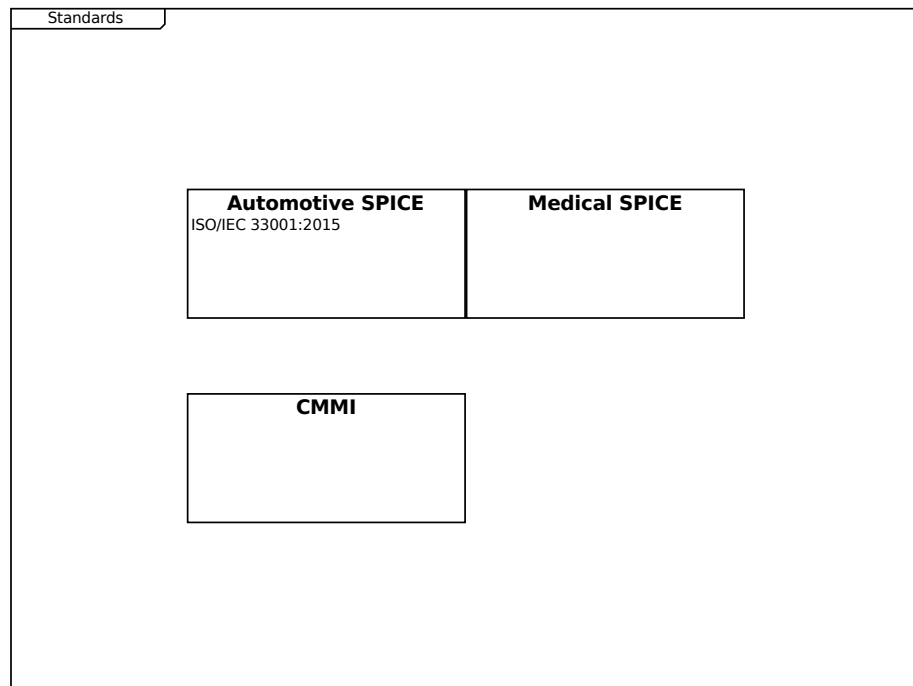
is precondition for --> Process

Process
Name
Description
creates --> Output

Output
| Process output,
| Evidence on performed process

With What
enables --> Process

What Results
controls --> Process



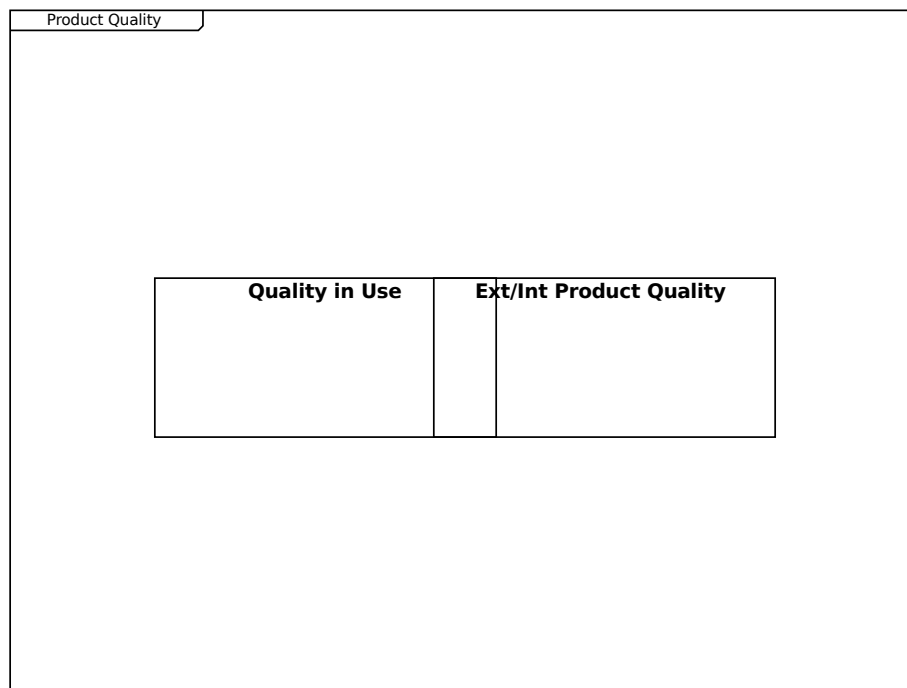
Standards

Automotive SPICE
ISO/IEC 33001:2015

Medical SPICE

CMMI

3 Product Quality



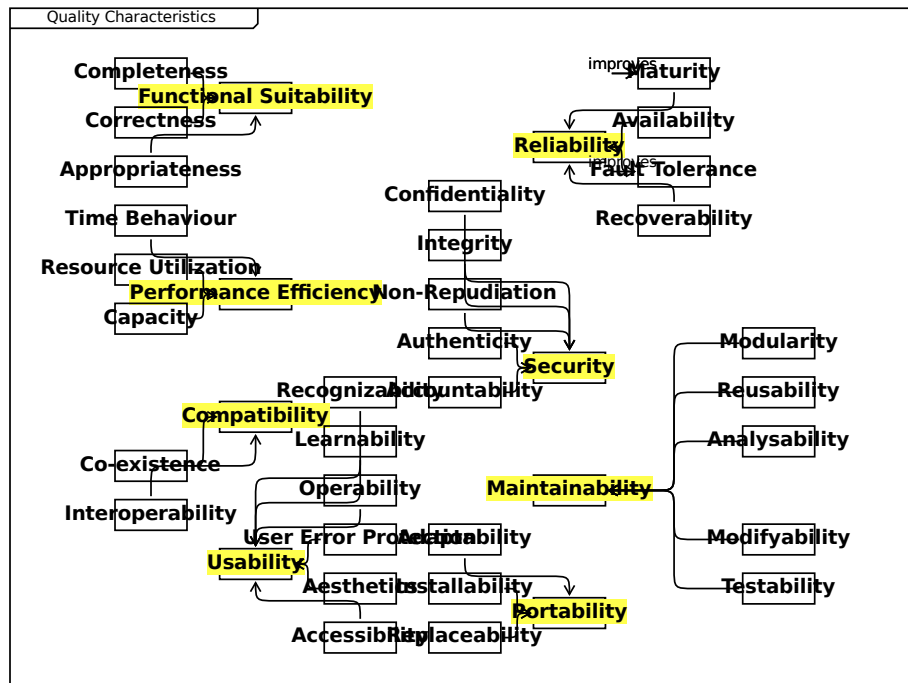
Product Quality

Quality in Use

| Quality in use can be measured when the product is already in use,
| e.g. the percentage of satisfied customers can be determined.

Ext/Int Product Quality

| Product quality are internal and externally visible qualities,
| such as memory consumption or startup timings.



Quality Characteristics
| according to ISO 25010

Completeness
--> Functional Suitability

Maturity
--> Reliability

Functional Suitability

Correctness
--> Functional Suitability

Availability
--> Reliability

Reliability

Appropriateness

--> Functional Suitability

Fault Tolerance

--> Reliability

Confidentiality

--> Security

Time Behaviour

--> Performance Efficiency

Recoverability

--> Reliability

Integrity

--> Security

Resource Utilization

--> Performance Efficiency

Performance Efficiency

Non-Repudiation

--> Security

Capacity

--> Performance Efficiency

Authenticity

--> Security

Modularity
--> Maintainability

Security

Recognizability
--> Usability

Accountability
--> Security

Reusability
--> Maintainability

Compatibility

Learnability
--> Usability

Analysability
--> Maintainability

Co-existence
--> Compatibility

Operability
--> Usability

Maintainability

Interoperability
--> Compatibility

User Error Protection

--> Usability

Adaptability

--> Portability

Modifyability

--> Maintainability

Usability

Aesthetics

--> Usability

Installability

--> Portability

Testability

--> Maintainability

Portability

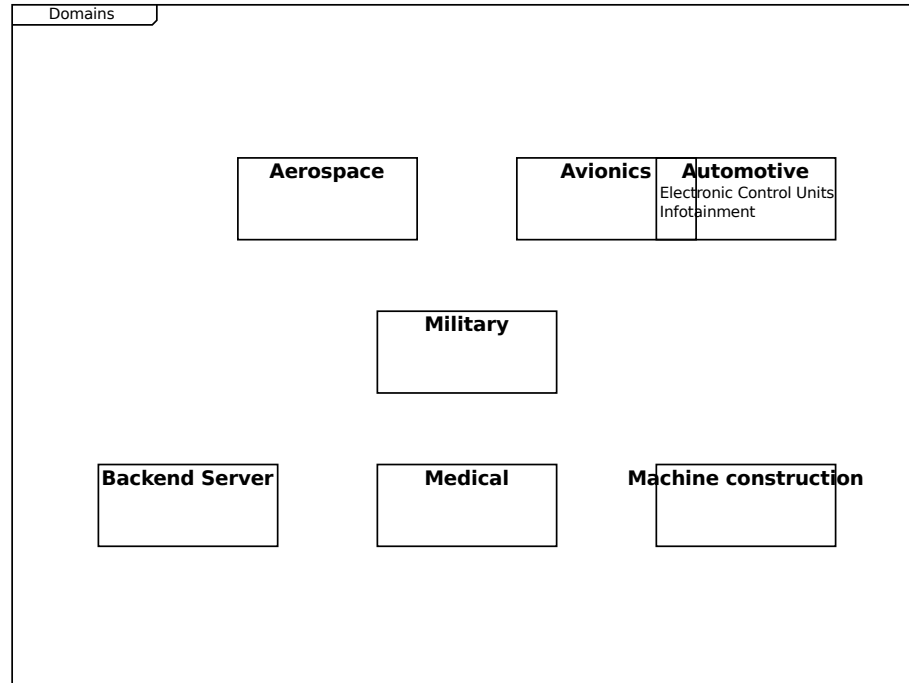
Accessibility

--> Usability

Replaceability

--> Portability

3.1 Product Quality Measures



Domains

Aerospace

Avionics

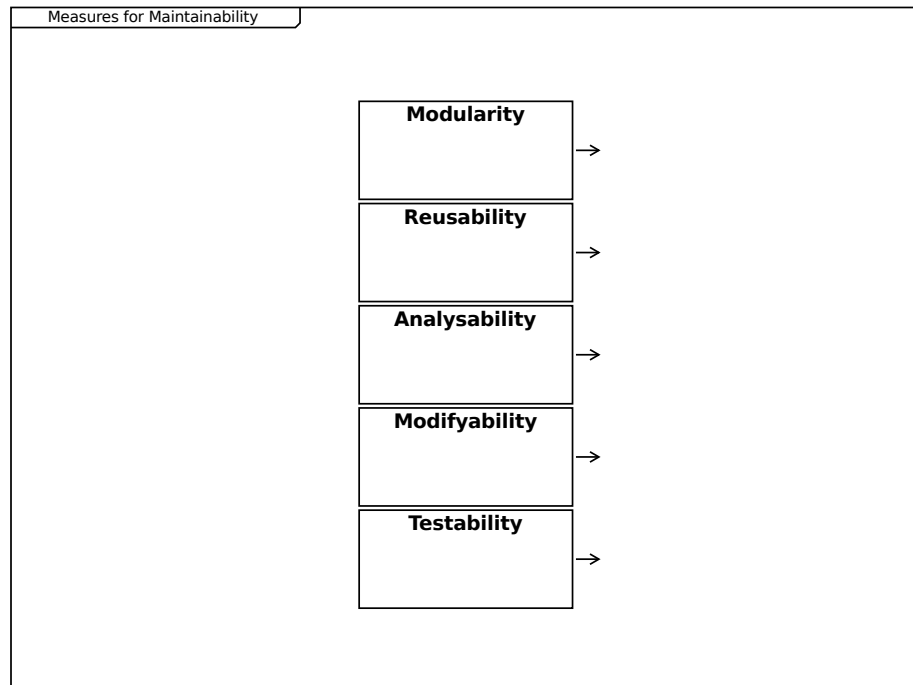
Automotive
Electronic Control Units
Infotainment

Military

Backend Server

Medical

Machine construction



Measures for Maintainability

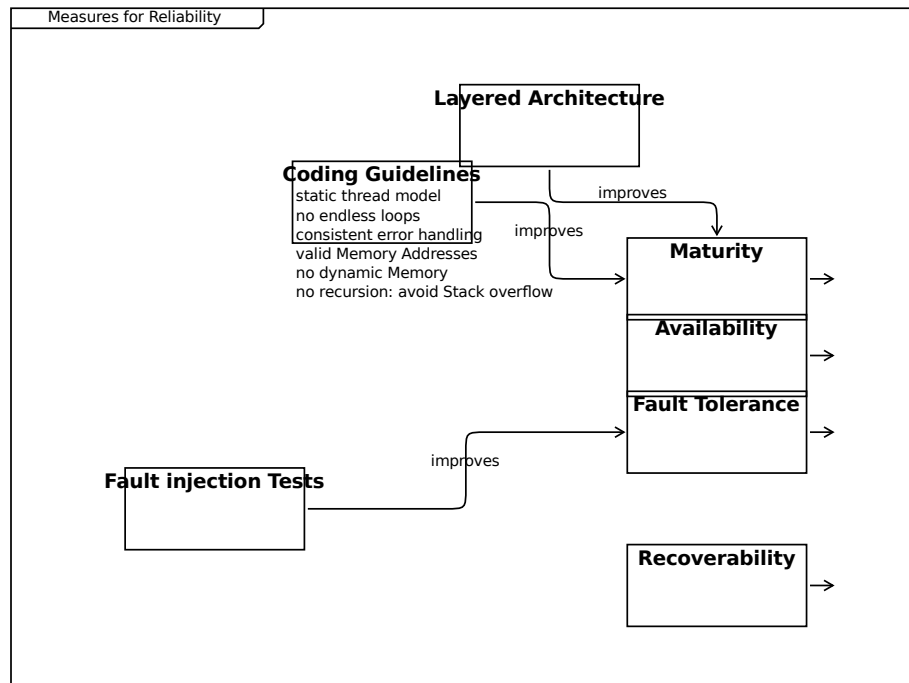
Modularity

Reusability

Analysability

Modifyability

Testability



Measures for Reliability

Layered Architecture
improves --> Maturity

Coding Guidelines
static thread model
| Execution threads shall not be started/stopped dynamically
no endless loops
| Every loop shall have a counter to ensures that
| after a predefined maximum value the loop is definitely quit
consistent error handling
| Inconsistencies in error handling make
| bugs in error handling more likely
valid Memory Addresses
| Only valid memory addresses may be read/written.
| E.g. Java solves this by prohibiting pointers
no dynamic Memory
no recursion: avoid Stack overflow
improves --> Maturity

Maturity

Availability

Fault Tolerance

Fault injection Tests
improves --> Fault Tolerance

Recoverability