USER FEEDBACK SURVEY (CHECKBOX)

Your feedback is valuable to us. Please take a moment to share your thoughts. Check the box of your response.

FUNCTIONAL SUITABILITY

This characteristic represents the degree to which a product or system provides functions that meet stated and implied needs when used under specified conditions. This characteristic is composed of the following sub-characteristics:

Functional completeness - The extent to which a system's functions address all required tasks and user needs.	☐ **Very Good** ☐ **Good** ☐ **Acceptable** ☐ **Poor** ☐ **Very Poor**

Functional Correctness - The degree to which a system yields accurate results when used correctly.	☐ **Very Good** ☐ **Good** ☐ **Acceptable** ☐ **Poor** ☐ **Very Poor**
Functional Appropriateness - The degree to which a system's functions support achieving desired goals.	☐ **Very Good** ☐ **Good** ☐ **Acceptable** ☐ **Poor** ☐ **Very Poor**

PERFORMANCE EFFICIENCY

This characteristic represents the degree to which a product performs its functions within specified time and throughput parameters and is efficient in the use of resources (such as CPU, memory, storage, network devices, energy, materials...) under specified conditions. This

characteristic is composed of the following sub-characteristics:	
Time Behaviour - How well a system's speed and processing capacity align with expectations.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Resource Utilization - How efficiently a system uses its resources (like memory, processing power, etc.) to meet its goals.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Capacity - How well a system handles its maximum workload or limits.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

COMPATIBILITY Degree to which a product, system or component can exchange information with other products, systems or components, and/or perform its required functions while sharing the same common environment and resources. This characteristic is composed of the following sub-characteristics:	
Co-existence - The ability of a product to operate effectively in a shared environment without causing problems for others.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Interoperability - The ability of systems or products to communicate and work together	☐ Very Good ☐ Good

seamlessly.	☐ Acceptable ☐ Poor ☐ Very Poor

INTERACTION CAPABILITY Degree to which a product or system can be interacted with by specified users to exchange information via the user interface to complete specific tasks in a variety of contexts of use. This characteristic is composed of the following sub-characteristics:	
Appropriateness Recognizability - How easily users can tell if the product/system suits their needs.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Learnability - How quickly users can figure out how to use the system.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Operability - How easy the system is to use and control.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
User Error Protection - How well the system helps prevent user mistakes.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

User Engagement - How appealing and enjoyable the interface is to use.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Inclusivity - How accessible the product/system is to diverse users.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
User Assistance - How well the system supports users with different needs and abilities	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Self-Descriptiveness - How intuitive the system is; users shouldn't need much external help to understand it.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

RELIABILITY Degree to which a system, product or component performs specified functions under specified conditions for a specified period of time. This characteristic is composed of the following sub-characteristics:	
Faultlessness -	☐ Very Good

The degree to which a system operates flawlessly under normal conditions.	☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Availability - The degree to which a system is up, running, and ready for use when needed.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Fault tolerance - The degree to which a system continues working despite hardware or software problems.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Recoverability - The degree to which a system can restore lost data and get back to a working state after a failure.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

SECURITY Degree to which a product or system defends against attack patterns by malicious actos and protects information and data so that persons or other products or systems have the degree of data access appropriate to their types and levels of authorization. This characteristic is composed of the following sub-characteristics:	
Confidentiality -	☐ Very Good

Degree to which a system ensures data is accessible only to authorized individuals.	☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Integrity - Degree to which a system protects data from unauthorized changes or deletion.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Non-repudiation - Degree to which actions can be undeniably linked to the person or entity that performed them.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Accountability - Degree to which actions can be traced back to a specific responsible individual or entity.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Authenticity - Degree to which the identity of a person or thing can be verified as genuine.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Resistance - Degree to which a system can withstand attacks and continue to function.	☐ Very Good ☐ Good ☐ Acceptable

	☐ Poor ☐ Very Poor

MAINTAINABILITY This characteristic represents the degree of effectiveness and efficiency with which a product or system can be modified to improve it, correct it or adapt it to changes in environment, and in requirements. This characteristic is composed of the following sub-characteristics:	
Modularity - How well a system is broken down into independent parts that can be changed without affecting the whole.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Reusability - How easily components of a system can be used in different projects or to create new things.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Analyzability - How easy it is to figure out the impact of changes, find problems, or identify parts that need updating.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Modifiability - How easy it is to make changes to a system without causing bugs or making things worse.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Testability -	☐ Very Good

How easy it is to design tests and check if a system meets its requirements.	☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

FLEXIBILITY Degree to which a product can be adapted to changes in its requirements, contexts of use or system environment. This characteristic is composed of the following sub-characteristics:	
Adaptability - The ability of a product or system to be effectively adjusted for different environments (hardware, software, operational, or usage).	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Scalability - The capacity of a product to handle changing workloads (increasing or decreasing) or to adapt its capacity to handle variations.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Installability - The ease and efficiency with which a product or system can be successfully installed or uninstalled in a specific environment.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Replaceability - The degree to which a product can be substituted for another product serving the same purpose in the same environment.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

SAFETY

This characteristic represents the degree to which a product under defined conditions to avoid a state in which human life, health, property, or the environment is endangered. This characteristic is composed of the following sub-characteristics:

Operational Constraint - The ability of a system to limit its actions within safe boundaries when it detects problems.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Risk Identification - The ability of a system to recognize potential dangers to people, property, or the environment.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Fail-Safe - The ability of a system to automatically enter a safe state if something goes wrong.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Hazard Warning - The ability of a system to provide timely alerts about dangerous situations.	☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor
Safe Integration - The ability of a system to interact with other components without compromising safety.	☐ Very Good ☐ Good ☐ Acceptable

	☐ Poor ☐ Very Poor

SOFTWARE PRODUCT QUALITY								
FUNCTIONAL SUITABILITY	PERFORMANCE EFFICIENCY	COMPATIBILITY	INTERACTION CAPABILITY	RELIABILITY	SECURITY	MAINTAINABILITY	FLEXIBILITY	SAFETY
FUNCTIONAL COMPLETENESS FUNCTIONAL CORRECTNESS FUNCTIONAL APPROPRIATENESS iso25000.com	TIME BEHAVIOUR RESOURCE UTILIZATION CAPACITY	CO-EXISTENCE INTEROPERABILITY	APPROPRIATENESS RECOGNIZABILITY LEARNABILITY OPERABILITY USER ERROR PROTECTION USER ENGAGEMENT INCLUSIVITY USER ASSISTANCE SELF-DESCRIPTIVENESS	FAULTLESSNESS AVAILABILITY FAULT TOLERANCE RECOVERABILITY	CONFIDENTIALITY INTEGRITY NON-REPUDIATION ACCOUNTABILITY AUTHENTICITY RESISTANCE	MODULARITY REUSABILITY ANALYSABILITY MODIFIABILITY TESTABILITY	ADAPTABILITY SCALABILITY INSTALLABILITY REPLACEABILITY	OPERATIONAL CONSTRAINT RISK IDENTIFICATION FAIL SAFE HAZARD WARNING SAFE INTEGRATION