In■Depth Summary: Quality Characteristics

(From uploaded transcript)

Introduction

Quality characteristics are measurable attributes used to determine whether a product or process meets defined quality standards. These characteristics help validate that deliverables comply with organizational quality policies and customer requirements. They apply to both product quality and process quality. ■filecite■turn2file0■

Product Quality Characteristics

1. Reliability

Measures whether the product performs as needed under expected conditions. Also checks consistency when producing multiple units.

2. Suitability (Fitness for Use)

Assesses whether the product works for its intended application. Validates that the design and function match actual usage needs.

3. Functionality

Determines whether the product fulfills the requirements specified by the customer or defined in the project scope.

4. Technological/Physical Characteristics

Includes physical attributes such as dimensions, color, weight, and size. Ensures the product meets technical specifications and tolerances.

Process Quality Characteristics

1. Completeness

Checks whether all project deliverables have been fully completed according to the scope.

2. Contractual Compliance

Ensures all safety, warranty, regulatory, and contract■specified requirements are met.

3. Timeliness

Measures whether the process and deliverables were completed on schedule.

4. Integrity and Ethical Compliance

Assesses whether the process was executed ethically, with adherence to organizational and industry standards.

Conclusion

Not all characteristics apply to every project. The applicable measures depend on the organization’s quality policy and the nature of the project. Understanding and selecting the correct quality characteristics ensures consistent, accurate, and customer■satisfying outcomes. ■filecite■turn2file0■