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| --- | --- | --- | --- | --- | --- | --- |
| **External Quality Measurement Category (ISO 9126 Model)** | | | | | | |
| **CHARACTERISTIC** | **SUBCHARACTERISTIC** | **5** | **4** | **3** | **2** | **1** |
| Functionality | **Suitability**  (refers to the appropriateness of the functions) |  |  |  |  |  |
| **Accuracy**  (refers to the correctness of the functions) |  |  |  |  |  |
| **Interoperability**  (ability of a system component to interact with other components) |  |  |  |  |  |
| **Security**  (relates to unauthorized access to the system functions) |  |  |  |  |  |
| **Compliance**  (addresses the compliant capability of the system) |  |  |  |  |  |
| Reliability | **Maturity** (concerns frequency of failure of the software) |  |  |  |  |  |
| **Fault tolerance**  (ability of the system to withstand (and recover) from component, or environmental, failure) |  |  |  |  |  |
| **Recoverability**  (ability to bring back a failed system to full operation, including data and network connections) |  |  |  |  |  |
| Usability | **Understandability** (determines the ease of which the systems functions can be understood) |  |  |  |  |  |
| **Learnability**  (learning effort for different users) |  |  |  |  |  |
| **Operability**  (ability of the system to be easily operated by a given user in a given environment) |  |  |  |  |  |
| Efficiency | **Time behavior** (characterizes response times) |  |  |  |  |  |
| **Resource utilization** (characterizes resources used) |  |  |  |  |  |
| Maintainability | **Analyzability**  (ability to identify the root cause of a failure within the system) |  |  |  |  |  |
| **Changeability**  (characterizes the amount of effort to change a system) |  |  |  |  |  |
| **Stability**  (characterizes the sensitivity to change within the system) |  |  |  |  |  |
| **Testability**  (characterizes the effort needed to verify atest a system change.) |  |  |  |  |  |