

Negotiating Quality Models during Software Development

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During software development it is usually problematic to identify which features of software products are really important for users for their subjective „feeling” that they operate high-quality product. Product usability is too general term to be easily used but it is easier to measure impact of various components of software product on user’s opinion about the product.

Current research project conducted in Ergonomics Dept. at the Technical University of Gdansk is aimed to specify:

- differences in understanding the term „quality” for users and software developers,
- identifying relationships between the „quality of construction” and „quality of use” for particular software products,
- developing methods how software quality models of designers and of users

can be negotiated and merged during specification requirements phase and later during product development and testing.

This research project includes surveying the users and software developers, as well as usability tests of selected software products for management support. The results of the tests are expected to show relationships with the technology used for product development as well as with degree to which users’ opinions were included during the product development. The degree of user participation is to be measured and relationships with product quality to be identified. The idea of negotiating quality models of users and of designers in a participative way is aimed to contribute to software quality assurance programs in software houses.