

UNIVERSITI TEKNOLOGI MARA

**EVALUATING THE QUALITY OF SOFTWARE
USING THE ISO/IEC 9126 STANDARD AND
KTL'S GUIDELINES**

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Thesis submitted in fulfillment of the requirements for
the degree of
Master of Science (Information Technology)

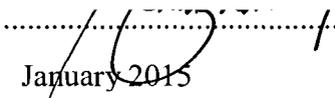
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ABSTRACT

Quality requirements of software products are often described in vague and general terms. As a consequence it is difficult for test engineers to evaluate the quality of the software product as no unambiguous and quantitative reference, of what quality in that context means, exists. Software Quality is defined as the totality of functionality and features of a software product that bear on its ability to satisfy stated or implied needs. This research project describes a method to identify the most important quality characteristics by means of risk assessment, to define completion criteria and to subsequently measure software quality characteristics using the ISO 9126 standard. A Quality Model is a set of quality characteristics and relationships between them, which provides the basis for evaluating product software quality and specifying its requirements. In this research project, I present my experiences and guidelines for evaluating quality of product software for each characteristics and sub-characteristics defined in ISO/IEC 9126-2. This study will benefit to Software Testing Community and also provide information for academician and industry in IT to deliver a better or good quality of software product.

Keywords: quality, Software Quality, Quality Model, ISO/IEC 9126

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TABLE OF CONTENTS

STUDENT'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
LIST OF TABLES	vii
LIST OF FIGURE	ix
CHAPTER 1 : INTRODUCTION	1
1.1 Introduction.....	1
1.2 Research Background	1
1.3 Problem Statement.....	4
1.4 Research Questions.....	4
1.5 Research Objective	5
1.6 RESEARCH SCOPE	5
1.7 Significance of the Research.....	5
1.8 Research Design.....	6
1.9 Summary	6
CHAPTER 2 : LITERATURE REVIEW	7
2.1 Introduction.....	7
2.2 TESTING AND Standards	7
2.2.1 Standards.....	7
2.2.2 Software Testing in Context	9
2.3 quality and quality models.....	11
2.3.1 Quality.....	11
2.3.2 Software Quality	12
2.3.3 Quality Models.....	13
2.4 Related research	21