

First edition  
2007-05-15

---

---

## Software engineering — Software product Quality Requirements and Evaluation (SQuaRE) — Measurement reference model and guide

*Ingénierie du logiciel — Exigences de qualité du produit logiciel et  
évaluation (SQuaRE) — Modèle de référence de mesure et guide*

---

---

Reference number  
ISO/IEC 25020:2007(E)



This is a preview of "ISO/IEC 25020:2007". [Click here to purchase the full version from the ANSI store.](#)

**PDF disclaimer**

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.



**COPYRIGHT PROTECTED DOCUMENT**

© ISO/IEC 2007

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
Case postale 56 • CH-1211 Geneva 20  
Tel. + 41 22 749 01 11  
Fax + 41 22 749 09 47  
E-mail [copyright@iso.org](mailto:copyright@iso.org)  
Web [www.iso.org](http://www.iso.org)

Published in Switzerland

This is a preview of "ISO/IEC 25020:2007". [Click here to purchase the full version from the ANSI store.](#)

## Contents

Foreword .....	iv
Introduction.....	v
1 Scope .....	1
2 Conformance.....	1
3 Normative references .....	1
4 Terms and definitions.....	2
5 Symbols (and abbreviated terms).....	4
6 Software Product Quality Measurement .....	5
6.1 Software product quality measurement reference model (SPQM-RM) .....	5
6.2 Selecting software quality measures.....	5
6.3 Constructing software quality measures .....	6
Annex A (informative) Examples of criteria for selecting software quality measures and quality measure elements .....	8
Annex B (informative) Assessing measurement validity and reliability .....	10
Annex C (informative) Example format for documenting software quality measures .....	12
Bibliography.....	15

## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this part of ISO/IEC 25020 may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC FDIS 25020 is part of the SQuaRE series of standards and was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

SQuaRE series of standards consists of the following divisions under the general title *Software engineering, Software product Quality Requirements and Evaluation (SQuaRE)*:

- Quality Management Division (ISO/IEC 2500n),
- Quality Model Division (ISO/IEC 2501n),
- Quality Measurement Division (ISO/IEC 2502n),
- Quality Requirements Division (ISO/IEC 2503n), and
- Quality Evaluation Division (ISO/IEC 2504n).

This is a preview of "ISO/IEC 25020:2007". [Click here to purchase the full version from the ANSI store.](#)

## Introduction

The general goal of creating the SQuaRE series of International Standards is to move to a logically organized, enriched and unified series covering three complementary processes: requirements specification, measurement and evaluation. The purpose of the SQuaRE series of International Standards is to assist those developing and acquiring software products with the specification and evaluation of quality requirements. It establishes criteria for the specification of software product quality requirements and their evaluation. It includes a two-part quality model for aligning customer definitions of quality with characteristics of the software product. In addition, the series defines measures of software product quality characteristics that can be used by developers, acquirers and evaluators.

It has to be stressed that the SQuaRE series of International Standards is dedicated to software product quality only. The Quality Management Division of the SQuaRE series deals with software products, and is separate and distinct from the "Quality Management" of processes which is defined in the ISO 9000 family of International Standards.

The major benefits of the SQuaRE series over its predecessor standards include:

- the coordination of guidance on software product quality measurement and evaluation,
- guidance for the specification of software product quality requirements, and
- harmonization with ISO/IEC 15939 in the form of Quality Measurement Reference model presented in this International Standard.

The major differences between the SQuaRE series of International Standards and its predecessors, ISO/IEC 9126 and ISO/IEC 14598, are the:

- introduction of the new general reference model,
- introduction of dedicated and detailed guides for each division,
- introduction of Quality Measure Elements within the Quality Measurement Division,
- introduction of the Quality Requirements Division,
- incorporation and revision of the evaluation processes,
- introduction of guidance for practical use in the form of examples, and
- co-ordination and harmonization of content with ISO/IEC 15939.

SQuaRE consists of the following five divisions:

- Quality Management Division (ISO/IEC 2500n),
- Quality Model Division (ISO/IEC 2501n),
- Quality Measurement Division (ISO/IEC 2502n),
- Quality Requirements Division (ISO/IEC 2503n), and
- Quality Evaluation Division (ISO/IEC 2504n).

SQuaRE provides:

- terms and definitions,

This is a preview of "ISO/IEC 25020:2007". [Click here to purchase the full version from the ANSI store.](#)

- reference models,
- a general guide,
- individual division guides, and
- standards for requirements specification, measurement and evaluation purposes.

SQuaRE includes International Standards and technical reports for a quality model and measures, as well as on quality requirements and evaluation. SQuaRE replaces current ISO/IEC 9126 series and ISO/IEC 14598 series.

This International Standard is intended to be used together with ISO/IEC 25010. It is strongly recommended that users refer to ISO/IEC 2500n, ISO/IEC 2501n, ISO/IEC 2503n, and ISO/IEC 2504n division of International Standards prior to using this International Standard and the associated measurement technical reports, particularly if the user is not familiar with the use of software measures for requirements specification and product evaluation. These International Standards discuss the planning and use of the software quality measures defined in the ISO/IEC 2502n series on software product quality measurement.

ISO/IEC 25010 will provide a model and defines terms for software product quality characteristics and how these characteristics are decomposed into subcharacteristics. It does not describe how any of these subcharacteristics could be measured. The Quality Measurement Division provides information and guidance about how to measure the characteristics and subcharacteristics of a quality model. This International Standard provides a reference model and guide for measuring the quality characteristics defined in ISO/IEC 2501n Quality Model Division (Figure 1). The associated standards and technical reports within the Quality Measurement Division describe measures of quality throughout the product life cycle.

ISO/IEC 25021 offers quality measure elements that can be used to construct software quality measures. Quality measure elements are the base and derived measures used to create measures of software product quality characteristics. Quality measure elements may measure a static representation of the software, the behaviour of the software, or the effects of the software when it is used.

ISO/IEC 25022, ISO/IEC 25023 and ISO/IEC 25024 will describe measures for the characteristics in the quality model. Internal measures characterize software product quality based upon static representations of the software, external measures characterize software product quality based upon the behaviour of the computer-based system including the software, and quality in use measures characterize software product quality based upon the effects of using the software in a specific context of use.

The measures in these technical reports should not be construed as an exhaustive or required set. Figure 2 depicts the relationship between this International Standard and the technical reports in the Quality Measurement Division. Developers, evaluators, quality managers, acquirers, suppliers, maintainers and other users of software may select measures from these technical reports for the measurement of quality characteristics of interest. In practice this may be with respect to defining requirements, evaluating software products, quality management and other purposes. Users may also modify the measures or use measures which are not included in those technical reports.

This is a preview of "ISO/IEC 25020:2007". Click here to purchase the full version from the ANSI store.

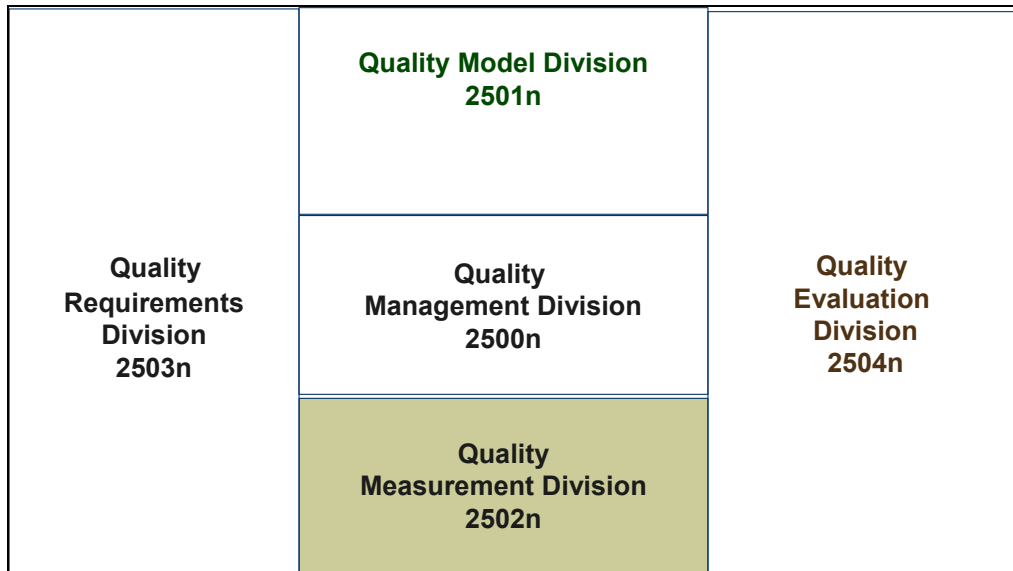


Figure 1 — Organization of the SQuaRE series of International Standards

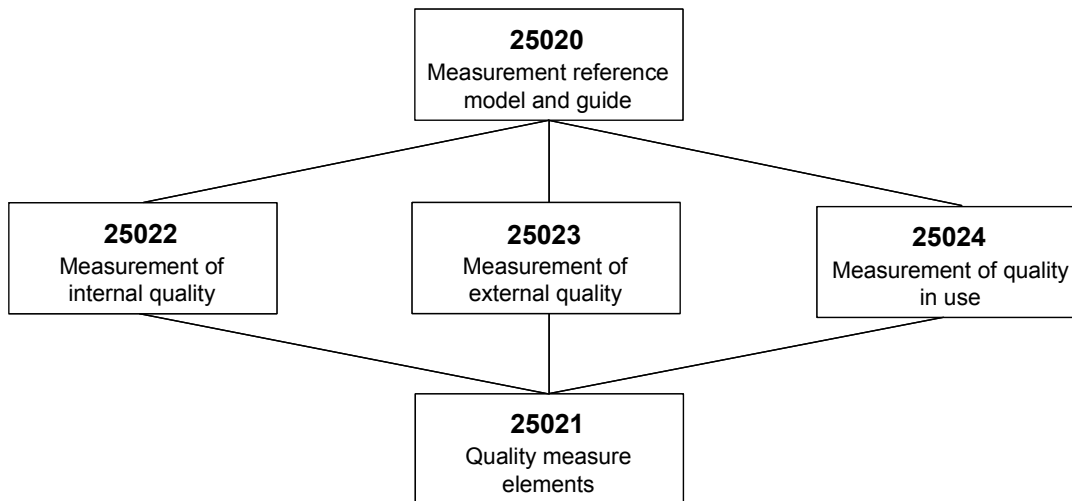


Figure 2 — Structure of the Quality Measurement division