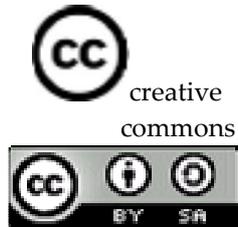


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Quality In Use Scoring Scale QIUSS (pronounced Kee-us)

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This licence applies to the Quality In Use Scoring Scale, not the NBSS nor the definition of
Quality In Use, which is an ISO definition.

Acknowledgement

The inspiration for this scoring scale was the National Beer Scoring Scale (NBSS).

The NBSS was developed by CAMRA, the Campaign for Real Ale. The use of behavioural anchors and critical incidents to locate each point on the rating scale gives it precision and the prospect of inter-rater reliability. In this respect, it bears some resemblances to BARS used in staff assessment.

0	Undrinkable.	No cask ale available or so poor you have to take it back or can't finish it
1	Poor.	Beer that is anything from barely drinkable or drinkable with considerable resentment.
2	Average.	Competently kept, drinkable pint but doesn't inspire in any way, not worth moving to another pub but you drink the beer without really noticing.
3	Good.	Good beer in good form. You may cancel plans to move to the next pub. You want to stay for another pint and may seek out the beer again.
4	Very good.	Excellent beer in excellent condition
5	Perfect.	Possibly the best you are ever likely to find. A seasoned drinker will award this score very rarely.

Quality In Use Scoring Scale (QIUSS)

The Quality In Use Scoring Scale (QIUSS) (pronounced kee-us) comprises four rating scales; one for each aspect of Quality In Use (QIU), namely effectiveness, productivity (here termed efficiency to align it with the definition of usability), safety (used in a very broad sense) and satisfaction.

A QIUSS score is the profile of all four ratings (n n n n).

Quality In Use (ISO9126) The capability of a product system to enable specified users to achieve specified goals with effectiveness, productivity, safety and satisfaction in specified contexts of use.

The emphasis to date in the usability community has been on producing detailed methods and metrics; in a normal product development situation, this investment is massively cost-effective. However, there are situations where a very simple broad measure of QIU is needed. QIUSS has been developed to meet this need.

Application: The rater is asked to rate an object, artefact, device, system, software or service (the "it" referred to in the scale). The extent to which the context of use is constrained by the person applying the scale is likely to affect the ratings given, and their application.

Effective

0	Useless	No useful functionality at all. Might as well not have it.
1	Inadequate performance	It provides very little help with performing a task. Even if you use all the features, you still get a very poor result.
2	Does the job	You can achieve adequate performance but nothing more than that.
3	Functional	You can get a good outcome. It enables you to perform your tasks.
4	High performance	You can achieve your goals completely. You get very good outcomes under all circumstances.
5	Transforms the task	You get outstanding results and can achieve exceptional performance. A regular user of such systems will award this score very rarely.

Efficient

0	Impossible	It takes so much time and effort that it prevents you from doing the task. Dysfunctional, and prevents you achieving any outcome.
1	Tedious	So long-winded that you can hardly get the task done. You waste a lot of time and effort with it.
2	Workmanlike	You can perform the tasks without hindrance but it does not provide any real assistance.
3	Helpful	It is efficient, and tuned to your needs.
4	Slick	It really helps you achieve your goal with no effort at all
5	Almost psychic	Anticipates what you want to do next. A regular user of such systems will award this score very rarely.

Safe

0	Dangerous	It puts people in harm's way, or provides no protection whatsoever.
1	Risky	Using it puts you or someone else at risk, and it can only be used with considerable care.
2	Neutral	It has no impact on safety or security.
3	Dependable	It provides good protection and you would feel safe if you used it again.
4	Trusted	It provides very good protection against all threats.
5	A real protector	It provides completely assured protection. A regular user of such systems will award this score very rarely.

Satisfying

0	Horrible	You refuse to use it unless it is absolutely necessary.
1	Unpleasant	Unpleasant to use, and is only used with considerable resentment. A pain in the neck.
2	Bland	Using it is just something you do when necessary. You are not involved or interested.
3	User friendly	You are happy to use it and you use it out of choice.
4	Joy to use	You get a kick out of using it. Using it provides real enjoyment.
5	A Miracle Of Rare Delight	Possibly the most enjoyable system you are ever likely to find. A regular user of such systems will award this score very rarely.