

ABSTRACT

Over the years, the software has become ubiquitous in business processes from payroll systems to airline reservation systems. Software plays a vital role in facilitating business processes. Given the importance of these software systems, managing their quality is essential to the success of the business processes they support. Because quality attributes are important predictors of software quality as to provide a better understanding of the related features acquired for each software quality attribute, those features can be manipulated to improve the quality of a software project and determine the desired functional requirements necessary to satisfy the associated business processes. Accordingly, customer needs should be completely elicited in developing the software application then traced and referred back to throughout the software development process during the early requirements analysis phase. The proposed questionnaire empowers software developers to capture the functional reliability requirements and specify reliability-related features for a software system.