

Quality Risk Category	What Kind of Problems Fit Into this Category
Functionality	Failures that cause specific features not to work.
Load, Capacity, and Volume	Failures in scaling of system to expected peak concurrent usage levels.
Reliability/Stability	Failures to meet reasonable expectations of availability and mean-time-between-failure.
Stress, Error Handling, and Recovery	Failures due to beyond-peak or illegal conditions (i.e., knock-on effects of deliberately inflicted errors).
Date Handling	Failures in date math and handling.
Competitive Inferiority	Failures to match competing systems in quality.
Operations and Maintenance	Failures that endanger continuing operation, including backup/restore processes.
Usability	Failures in human factors, especially at the user interface.
Data Quality	Failures in processing, storing, or retrieving data.
Performance	Failures to perform as required under expected loads.
Localization	Failures in specific localities, including language, dictionary/thesaurus, and messages.
Compatibility	Failures with certain supported browser/OS combinations.
Security/Privacy	Failures to protect the system and secured data from fraudulent or malicious misuse.
Installation/Migration	Failures that prevent or impede deploying the system.
Documentation	Failures in operating instructions for users or system administrators.
Interfaces	Failures in interfaces between components.