

Table 1

Dimensions of the Product and Service Performance for Information Quality (PSP/IQ) Model

Dimension	Conforms to Specifications	Meets or Exceeds Expectations
Product quality	Sound information: free of error, representationally consistent, complete, concisely represented	Useful information: relevancy, objectivity, interpretability, appropriate amount, understandability
Service quality	Dependable information: security, timeliness	Usable information: accessibility, reputability, believability, ease of operation, added value

Source: Adapted from Lee, Y. W., D. M. Strong, B. K. Kahn, and R. Y. Wang. "AIMQ: A Methodology for Information Quality Assessment." *Information & Management* 40, no. 2 (2002): 133–46.