

System	Sunod KA! Queueing Management System	
PIECES EVALUATION CHECKLIST	P/O/D CHECKLIST	EVIDENCE / CLAIMS
PERFORMANCE	<ul style="list-style-type: none"> <li>● Response Time</li> </ul>	The current manual queueing process results in long waiting times, especially during enrollment, payment, or document processing. Since the queues are handled manually, students and staff experience delays and confusion, reducing overall service performance.
INFORMATION (DATA)	<p><b>Output</b></p> <ul style="list-style-type: none"> <li>● Information is incomplete or unclear</li> <li>● Reports are not timely or detailed</li> </ul> <p><b>Input</b></p> <ul style="list-style-type: none"> <li>● Data entry errors</li> <li>● Inconsistent or duplicated data</li> </ul> <p>Stored Data</p> <ul style="list-style-type: none"> <li>● Hard to retrieve or update</li> <li>● Not suitable for generating analytics</li> </ul>	The manual recording of queue data often results in inaccurate or incomplete information. Reports on service time and queue length are unavailable or delayed, making it difficult for administrators to evaluate performance. The lack of a centralized database means data cannot easily be retrieved or analyzed.
ECONOMICS	<ul style="list-style-type: none"> <li>● High operational costs</li> <li>● Time inefficiency increases cost</li> <li>● Lack of resource optimization</li> </ul>	The current process requires more manpower, printed queue tickets, and log sheets. Time wasted in managing queues translates into higher operational costs. An automated system would reduce expenses on materials and improve resource allocation.
CONTROL (SECURITY)	<p><b>A. Too little control/security</b></p> <ul style="list-style-type: none"> <li>● Unauthorized access to queue records</li> <li>● Inaccurate updates or data tampering</li> </ul>	Queue records written on paper can be lost or accessed by unauthorized people. There is no access control or authentication in place. Conversely, the need for

	<p>B. Too much control/security</p> <ul style="list-style-type: none"> <li>● Excessive manual verification causes delays.</li> </ul>	multiple manual approvals or signatures slows down the processing of requests.
EFFICIENCY	<p><b>A. Time and effort wastage</b></p> <ul style="list-style-type: none"> <li>● Repetitive data entry</li> <li>● Manual coordination</li> </ul> <p><b>B. Resource wastage</b></p> <ul style="list-style-type: none"> <li>● Excessive use of paper and ink</li> <li>● Overstaffing</li> </ul>	The lack of an integrated system results in repeated data entry and manual coordination between departments. Staff waste time transferring data and calling out students manually. The system relies heavily on printed materials, adding to waste and inefficiency.
SERVICES	<p>Difficult to use or understand</p> <ul style="list-style-type: none"> <li>● Poor user experience</li> <li>● No real-time feedback</li> </ul>	The manual queueing process is confusing for students and tiring for staff. Students cannot check their queue status digitally, forcing them to wait physically for long periods. The system does not provide updates, notifications, or feedback, leading to dissatisfaction and poor service delivery.