**ISO/IEC 25010 Questionnaire**

**Part 1: RESPONDENT’S PROFILE**

Name:

Age:

**Direction:** Please evaluate the software quality of the “**R.B. Gonzales Pharmacy Inventory Management System**” based on the four characteristics of ISO/IEC 25010 Software Product Quality Standards for end user. Choose on the appropriate box using the four-point scale with its corresponding verbal description (4 as the highest and 1 as the lowest).

**Rating:**

Strongly Agree – 4 Disagree – 2

Agree – 3 Strongly Disagree – 1

**Functional Sustainability –** represents the degree to which a system provides functions that meet stated and implied needs when used under specified conditions.

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| 1 Functional Sustainability | | 4 | 3 | 2 | 1 |
| 1.1 | The system include all necessary functions, such as receiving inventory, tracking expirations dates, managing controlled substances, and generating reorder lists. |  |  |  |  |
| 1.2 | The system accurately calculates stock levels after a sale or return, and are the dispensing labels correct based on the inventory selection. |  |  |  |  |
| 1.3 | The inventory tracking features are suitable for the pharmacy setting. |  |  |  |  |

**Performance Efficiency –** represents the performance relative to the amount of resources used under stated conditions.

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| 2 Performance Efficiency | | 4 | 3 | 2 | 1 |
| 2.1 | The time taken to search for an item, record a dispensing, or generate a daily sales report within acceptable limits, even during peak hours. |  |  |  |  |
| 2.2 | The system does not consume excessive CPU, memory, or network bandwidth, or cause performance issues for other critical pharmacy. |  |  |  |  |
| 2.3 | The system can handle the required volume of inventory items, transaction, and historical data without slowing down or crashing |  |  |  |  |

**Usability –** Degree to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use.

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| 3 Usability | | 4 | 3 | 2 | 1 |
| 3.1 | It is immediately clear to a pharmacist what they need to do to complete an inventory task, like a stock count or a transfer |  |  |  |  |
| 3.2 | It is easy for the pharmacy staff to learn how to use the inventory system effectively without extensive training. |  |  |  |  |
| 3.3 | The system prevents common errors, such as accidentally over-ordering an item or deleting a critical stock location? |  |  |  |  |

**Reliability –** represents degree to which a system performs its specified functions under specified conditions for a specified period of time.

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| 4 Reliability | | 4 | 3 | 2 | 1 |
| 4.1 | The system doesn’t experience failures or unexpected shutdowns during normal inventory operations. |  |  |  |  |
| 4.2 | The system is always available for use when needed. |  |  |  |  |
| 4.3 | The system can easily recover gracefully from hardware or network issues? |  |  |  |  |

**Compatibility –** represents degree to which a system can exchange information with other systems and coexist in a shared environment.

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| 5 Compatibility | | 4 | 3 | 2 | 1 |
| 5.1 | The system runs smoothly alongside the dispensing point-of-sale without causing conflicts or crashes. |  |  |  |  |
| 5.2 | The system successfully exchange data with external systems. |  |  |  |  |
| 5.3 | The system accurately processes and utilizes standard data format. |  |  |  |  |

**Security –** represents degree to which a system protects information and data to ensure authorized access.

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| 6 Security | | 4 | 3 | 2 | 1 |
| 6.1 | The system accurately verifies the identity of the user. |  |  |  |  |
| 6.2 | There is a clear proof of all completed financial or regulatory-required transactions. |  |  |  |  |
| 6.3 | The system prevents unauthorized or accidental modification of inventory data. |  |  |  |  |

**Maintainability –** represents degree of effectiveness and efficiency with which the system can be modified by the support team.

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| 7 Maintainability | | 4 | 3 | 2 | 1 |
| 7.1 | Individual components of the system can be updated or maintained with minimal impact on other functions. |  |  |  |  |
| 7.2 | The system can be updated efficiently to comply with new government regulations. |  |  |  |  |
| 7.3 | It is easy for technical staff to diagnose the cause of inventory discrepancies or system failures. |  |  |  |  |

**Flexibility –** the ease of adapting the system to change in requirements, context, or the system environment.

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| 8 Flexibility | | 4 | 3 | 2 | 1 |
| 8.1 | The system can efficiently support the pharmacy’s growth in terms of inventory volume, transaction rates, and the number of concurrent users. |  |  |  |  |
| 8.2 | The system facilitates the smooth export of critical inventory data and configuration settings. |  |  |  |  |
| 8.3 | The process of setting up and installing the system on a new workstation is simple and quick process. |  |  |  |  |

**Safety –** represents degree to which a system avoids or manages situations that could endanger human life, health, property, or the environment.

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| 9 Safety | | 4 | 3 | 2 | 1 |
| 9.1 | The system’s design enforces policies that prevent unsafe inventory actions, such as dispensing an expired or recalled medication |  |  |  |  |
| 9.2 | The system provides clear and prominent warnings about hazards related to specific inventory item. |  |  |  |  |
| 9.3 | The system can be safely integrated with automated dispensing cabinets to ensure the right medication is always loaded into the correct bin. |  |  |  |  |

**Part 3: FEEDBACK AND SUGGESTIONS**

Please provide further comments about your experience in using **R.B. Gonzales Pharmacy Inventory Management System.** Kindly identify its Strong points to be enhanced and its weak points that need to be addressed for improvements.

Do you have any thoughts on other Features/Functions that can be added to **R.B. Gonzales Pharmacy Inventory Management System?** Kindly share any suggestions with us so we can better improve it.

Respondent’s Signature:

Date of Evaluation: