

Group: G10 - Strawberry Dumplings
Member: Tian Zebai_FW83IY, ChenSiyu_D8WCT3, WangFei_IIONHK,
Topic: Smart Ordering in a Restaurant

Evaluation Strategy

Purpose of the assessment

The main purpose of conducting the evaluation is to gain an in-depth understanding and analyse the users' experience of the Smart Ordering System, so as to identify the strengths and potential weaknesses of the system. In addition, the evaluation also aims to collect users' views on the system's operability, functionality and overall service quality, which are crucial for us to continuously improve our products.

What we want to know

We are particularly interested in users' intuitive reactions when using the ordering system, including their comments on whether the interface design is intuitive and easy to navigate. We also wanted to know what problems users encountered during actual use, such as whether the speed of order processing met their needs and whether our search and recommendation functions accurately met their expectations. In addition, we would like to compare the competitiveness of our software with other similar software in the market to understand our strengths and weaknesses so that we can formulate targeted improvement measures.

Data collection

In order to fully evaluate our a la carte system, we will use a variety of data collection methods. In addition to direct user ratings in surveys, we will collect detailed feedback and suggestions from users through open-ended questions. This data will help us understand the performance of the system from a technical perspective for a more comprehensive evaluation.

Focus of evaluation

Our evaluations will not only focus on user experience, but also consider the technical performance of the system. We wanted to ensure that the system was not only user-friendly in terms of user interface, but also efficient and accurate in terms of back-end processing. We evaluate our systems' search and recommendation features to ensure they accurately reflect our users' needs and preferences. In addition, we will also evaluate competing products to obtain comprehensive data on user needs and product optimization directions.

Limitations

It is recognized that a number of limitations may be encountered during the evaluation process. For example, limitations at the technical level may affect the maximization of system performance; individual user preferences may affect the objectivity of the feedback; and the performance of the system under different operational loads may differ from the current assessment results. We will carefully consider these limitations and address them as much as possible during the evaluation process.

Overall, our evaluation strategy will help us synthesise our understanding of user experience and system performance, providing a solid foundation for the continuous improvement of our smart ordering system. By constantly collecting and analyzing data, we can ensure that our products always meet the needs of our users and remain competitive in a highly competitive market.