

EVALUATION TOOL - ISO/IEC 25010
eKahera: A Web-Based POS and Store Management Platform with Self-Scanning Feature
for MSMEs in Albay

I. PROFILE INFORMATION OF THE RESPONDENT

Name: _____ Age: _____ Date: _____

Category:

- ☐ Store Owner
- ☐ Cashier/Store Employee
- ☐ Customer
- ☐ IT Professional

II. EVALUATION

Rating Scale:

- 1 - Absence of the expectation**
- 2 - Less than what is expected**
- 3 - Presence of the expectation**

- 4 - More than what is expected**
- 5 - Far more than what is expected**

SYSTEM EVALUATION	RATING				
I. Functional Suitability	1	2	3	4	5
1. The system provides an appropriate set of functions for its intended tasks (e.g., POS, Inventory, Barcode Scanning).					
2. The system produces correct results and data (e.g., calculations, pricing, stock counts).					
3. The features provided (like POS, QR transfer and barcode scanning) are suitable and relevant for the specific tasks of the store.					

SYSTEM EVALUATION	RATING				
II. Reliability	1	2	3	4	5
1. The platform remains accessible and operational whenever needed for business transactions.					
2. The system operates normally even when invalid inputs					

or small errors occur.					
3. The system can easily recover data or return to a working state after an interruption or failure.					

SYSTEM EVALUATION	RATING				
III. Performance Efficiency	1	2	3	4	5
1. The system responds quickly to inputs (e.g., loading pages, scanning items, processing payments).					
2. The system runs smoothly without consuming excessive device battery or memory.					
3. The system can handle multiple transactions or users (Store Owner, Cashier, Customers) accessing it simultaneously without lagging.					

SYSTEM EVALUATION	RATING				
IV. Usability	1	2	3	4	5
1. It is easy for a new user to understand how to use the system without extensive training.					
2. The system is easy to operate and control.					
3. The design, layout, and colors are pleasing and help in navigating the system.					
4. The text, labels, and error messages are clear and easy to understand.					

SYSTEM EVALUATION	RATING				
V. Security	1	2	3	4	5
1. The system ensures that sensitive data (passwords, sales data, customer info) is accessible only to authorized users.					
2. The system prevents unauthorized modification of data (e.g., Cashiers cannot change product prices, only					

Admins can).					
3. The login mechanism accurately verifies the identity of the user (Super Admin, Store Owner, Cashier).					
4. The system keeps a log of actions (e.g., tracking which Cashier processed a specific transaction).					

SYSTEM EVALUATION	RATING				
VI. Compatibility	1	2	3	4	5
1. The system operates smoothly across different devices (mobile phones, desktops, tablets)					
2. The web application functions correctly on different web browsers (Chrome, Safari, etc.).					
3. The system integrates well with necessary hardware (e.g., receipt printer or barcode scanner).					

SYSTEM EVALUATION	RATING				
VII. Maintainability	1	2	3	4	5
1. The system components can be modified without affecting other parts; it is easy to update details such as changing a product price or adding new items to the inventory.					
2. It is easy to diagnose errors or identify the cause of failures within the system.					
3. The system allows for easy updates or changes to essential data (e.g., editing store information, updating user accounts).					
4. It is easy to check and verify that a change (like a new price) has been applied correctly to the system.					

SYSTEM EVALUATION	RATING				
VIII. Portability	1	2	3	4	5
1. The interface adjusts effectively to different screen sizes, including mobile phones, tablets, and desktop					

computers.					
2. The system (or web app) can be accessed or installed easily on the intended device.					
3. The system can easily replace previous manual methods or other tools used for the same purpose.					
4. The software runs effectively across different web browsers (Chrome, Edge, Firefox, etc.).					

III. COMMENTS AND SUGGESTIONS

Other observations, suggestions, and recommendations:
