

UNIVERSITI TEKNOLOGI MARA

**The Stock Printing And Souvenirs
Sdn. Bhd. E-Commerce Ordering
System with Custom Print Using
Usability Heuristics**

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ABSTRACT

The Stock Printing and Souvenirs Sdn. Bhd. commissioned this project to design and implement an order-taking system for its ecommerce printing business with improved usability and administrative efficiency. Until now, its manual order taking system has created a multitude of problems, including slow order taking, calculation mistakes, and struggles in tracking sales, as well as employee efficacy. For this reason, its intended new order taking system was implemented using an Adapted Waterfall Software Development Life Cycle approach with Jakeb Nielsen's usability heuristics as a guide. It includes customizable modules for managers, staff, as well as clients that allow for order taking in real-time, stock control, as well as tracking of employee performance. Some of its main functionalities are easy navigation, secure payment, receipt printing automatically, as well as a central location for accessing contents. Usability tests as well as defect testing validated its usability as well as its efficiency. Generally, the software improves client satisfaction, makes internal operations more efficient, as well as gives managers a window into business operations, thus furthering digital business maturity to industry expectations.

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