

UNIVERSITI TEKNOLOGI MARA

**PRE-ORDER SYSTEM FOR PAU
AZHAR USING ELECTRONIC
STOREFRONT BUSINESS MODEL
(OSPA)**

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ABSTRACT

The Pre-Order System for Pau Azhar (OSPA) is a web-based system developed to overcome the limitations of manual pre-order processes practiced by Pau Azhar, a small business specializing in traditional steamed buns. The manual approach, which relied heavily on WhatsApp and handwritten tracking, often led to order mismanagement, customer confusion, and delays in service. The objective of this project is to design and develop a functional, user-friendly pre-order platform that streamlines order placement, tracking, and processing for both customers and staff. The system is also aimed at reducing human errors, enabling accurate order recording, and providing real-time access to sales and inventory information. The system was developed using the Adapted Waterfall Model, encompassing phases such as requirement analysis, design, implementation, and testing. Tools and technologies used include PHP, MySQL, and Apache NetBeans IDE, with user testing conducted through structured questionnaires distributed to 36 respondents, which included potential customers and staff. Usability testing incorporated metrics such as user interface satisfaction, ease of use, and efficiency. The results showed overwhelmingly positive feedback, with more than 90% of users strongly agreeing that the system is simple to use, the interface is clear, and tasks such as ordering and browsing products are easy to complete. The standard deviation values across all metrics remained below 0.5, indicating high consistency in user satisfaction. The expert review also affirmed that OSPA fulfills its intended goals based on usability heuristic principles. In conclusion, OSPA has successfully digitized the pre-order workflow, enhancing operational efficiency and customer experience. Future enhancements could include integrating real-time payment gateways and expanding user access to include analytics dashboards and personalized promotions for returning customers.

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