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ABSTRACT

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PERPUSTAKAAN
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Pustaka Vendor Rating System
(Pustaka VRS)

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Abstract

Pustaka Vendor Rating System (Pustaka VRS) is developed by the Perpustakaan Tuanku Bainun to evaluate the performance of vendor services using electronic forms. This is a transformation from manual based processes that is very time consuming from one process to another. Performance evaluations are stored into a centralized database for easy retrieval and users may search or filter results for a better comparison between vendors. Reports and statistics are easily accessible and exported into Adobe PDF format. For each questions answered in an evaluation form, a detailed analysis can be easily produced and previewed via a single user interface. Pustaka VRS also archived each company's past evaluation data in a structurally organized manner for easy retrieval at any time at all.**Pustaka VRS** is developed in-house to rate the performance of library vendors systematically via network access. This is a transition from manual based processes that are very time consuming from one process to another.

Keyword: Vendor rating system, library book vendor evaluation, evaluation system, online evaluation for library vendors, centralized evaluation and rating system, integrated vendor performance reporting, vendor reporting

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Potential commercialization: Pustaka VRS has been released as an open source platform for all Malaysia Academic Libraries and has also been commercialize as a customized vendor evaluation system based on user requirement while maintaining the code structure and UX design. The price set for customized Pustaka VRS is RM25,000 with one year warranty and maintenance.

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