

Custom-made Tailoring System for SyzaAhmed

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Abstract

SyzaAhmed Enterprise, a custom tailoring business in Batu Pahat, Johor, recognizes the growing demand for personalized clothing and the need to integrate technology into tailoring processes. However, the current manual system leads to inefficiencies, including measurement inaccuracies, slow order processing, and poor data management, which hinder customer satisfaction and business growth. This study proposes a web-based Custom-Made Tailor's System to streamline operations, enhance accuracy, and improve customer experience. Using structured methodologies and tools such as Visual Studio Code, XAMPP, and MySQL, the system features online measurement submissions, fabric selection, and integrated CRM for efficient order management and communication. Key findings show that the system significantly reduces measurement errors, improves order processing times, and facilitates personalized services. The implementation of this system is expected to enhance operational efficiency, boost customer satisfaction, and establish SyzaAhmed Enterprise as a competitive leader in the tailoring industry.

1. Introduction

In today's competitive fashion industry, personalization is crucial for attracting and retaining customers [1]. SyzaAhmed Enterprise, based in Batu Pahat, aims to address the growing demand for custom-designed clothing by integrating technology into tailoring. The proposed Custom-Made Tailoring System will digitize the tailoring process, enabling customers to create and manage orders easily while enhancing efficiency and customer satisfaction. Currently, the business operates manually, involving time-consuming and error-prone paper-based processes. The new system will streamline operations by providing an online platform for measurements, fabric selection, and order tracking, supported by a Customer Relationship Management (CRM) system to improve communication and service quality.

SyzaAhmed Enterprise faces several challenges due to its manual, paper-based operations. Measurement inaccuracies lead to ill-fitting garments, resulting in costly adjustments and reduced customer trust. Administrative inefficiencies delay production and order deliveries, frustrating customers who demand faster service. Additionally, poor data management limits the ability to track preferences and create personalized offers, hindering growth in a competitive market. The proposed digital system aims to resolve these issues by ensuring accurate measurements, streamlining order management, and leveraging customer data to enhance service and efficiency.

The objectives of this project are to design a user-friendly custom tailoring system, develop it using web-based technology, and test its functionality. The system aims to enhance the tailoring process by reducing errors, improving efficiency, and increasing customer satisfaction.

This project focuses on addressing inefficiencies in managing client orders, preferences, and measurements at SyzaAhmed Enterprise. Information will be gathered from stakeholders, including tailors and clients, to

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identify workflow challenges. The proposed system will feature modules for client management, order tracking, tailoring and inventory management, customer support, and reporting. It aims to simplify the measurement process, increase precision, and enhance customer experience through a two-way feedback mechanism.

The Custom-Made Tailoring System is expected to reduce measurement errors by allowing customers to submit measurements online, improve order management through automation, and enhance data management for tracking customer preferences. These improvements will lead to better-fitting garments, faster service, and personalized customer interactions, fostering trust, repeat business, and competitive advantage.

The system will bring operational efficiency to SyzaAhmed Enterprise, reducing errors and delays while enhancing customer satisfaction. By enabling customers to participate in the customization process and track their orders, the system builds transparency and trust. It also serves as a model for modernizing traditional tailoring practices, promoting the integration of technology in the industry, and setting a standard for innovation in personalized services.

This report comprises six chapters. Chapter 1 introduces the project, highlighting its background, problems, objectives, and significance. Chapter 2 reviews related studies and technologies, identifying gaps in existing solutions. Chapter 3 outlines the project methodology, including data collection and analysis. Chapter 4 discusses system design and requirements using diagrams. Chapter 5 covers system implementation, testing, and evaluation. Chapter 6 concludes the project with a summary of outcomes and recommendations for improvement.

2. Related Work

A literature review critically examines existing studies and academic materials to summarize, synthesize, and analyze current knowledge [2]. This review focuses on SyzaAhmed Tailor, a made-to-order tailoring service aiming to enhance operations with a digital system. Effective customer order, measurement, and inventory management are crucial in tailoring businesses for quality service and customer satisfaction. The review evaluates existing tailoring systems, analyzing their strengths and weaknesses, to identify best practices and areas for improvement. By doing so, it lays the foundation for developing a system that enhances operations, meets customer needs, and supports business growth [3].

SyzaAhmed Tailor, managed by Mr Khairul Riduan based in Batu Pahat, Johor, provides personalised tailoring services, including precise measurements, fabric selection, and fittings. However, the current manual system for managing orders and customer data leads to inefficiencies, errors, and increased workload. Information is stored in physical files, and client interactions are managed manually, which consumes time and affects productivity. A digital tailor system would centralize data, minimize errors, and improve service quality by streamlining operations and enabling better customer engagement.

Web-based systems, accessed via a browser, offer centralized data management, task automation, and real-time updates [4]. For SyzaAhmed Tailor, adopting a web-based system would modernize operations, allowing clients to schedule appointments, track orders, and manage their preferences online. Technologies like CMS (e.g., WordPress), PHP, MySQL, and responsive front-end frameworks would support efficient system functionality. This system would reduce inefficiencies, improve customer service, and scale with the business, providing long-term operational benefits [5].

Examining existing systems like Mimpikita [6], Omar Ali [7] and Eleventh Gown Studio [8] in Table 1 helps identify their features, strengths, and weaknesses. This analysis highlights gaps and opportunities to design a superior system tailored to SyzaAhmed Tailor's needs. By incorporating effective features and addressing limitations in existing platforms, the new system can enhance usability, improve customer engagement, and meet emerging demands, ensuring a competitive edge for the business.

Table 1 Comparison between the Existing System and the Proposed System

System/Criteria	MimpiKita [6]	Omar Ali [7]	Eleventh Gown Studio [8]	SyazaAhmed Custom-made Tailoring System
Login	✓	✓	X	✓
Dashboard	✓	✓	✓	✓
Data Input		✓	✓	✓
Book Appointment	Via QR Code	Door-to-Door	Through Website	Through Website
Service	✓	✓	✓	✓
Stock	X	X	✓	✓
Report	X	X	X	✓

3. Methodology

The Agile Software Development Model is a flexible, iterative approach to project management and software development that emphasizes collaboration, customer feedback, and quick delivery of functional software [9]. Unlike the rigid, sequential Waterfall model, Agile allows for ongoing changes based on user needs and project requirements, making it highly adaptable in the Software Development Life Cycle (SDLC) [10]. It uses short development cycles called sprints, typically lasting one to four weeks, enabling teams to release small increments of the project regularly and incorporate continuous user feedback for rapid improvements. This adaptability is particularly effective for developing a tailored tailor's system, as customer requirements often evolve, and Agile ensures the system aligns with operational needs and expectations through stakeholder input and collaboration [11]. Additionally, Agile reduces risks by identifying potential problems early and addressing them promptly, making it ideal for delivering adaptive systems efficiently. For the tailored system, the Agile process is streamlined to five key phases, which are planning, analysis, design, development, and testing, focusing on essential functions within the project's time constraints, while deployment and review will be deferred or combined to meet the deadline. Figure 1 shows the Agile software development model.

**Fig. 1** Agile software development model

Table 2 *Software development activities and their task for Agile Model*

Phase	Task Custom-made Tailoring System for SyazaAhmed	Output
Planning	Proposed the Custom-made Tailoring System project, plan the project title, scope, project timeline and determine the project schedule, activities and output for the custom-made tailoring system	Project proposal custom-made tailoring system and Gantt chart
Analysis	Analyse the problem research, interview stakeholder, gather and analyse system requirements, identify the hardware and software requirement, creation of data flow diagram and entity relationship diagram for Custom-made Tailoring System	Hardware requirement specification, software requirement specification, data flow diagram, entity relationship diagram, flowchart
Design	Carry out the system design for Custom-made Tailoring System based on its features and functionality, design system architecture, design database and design user interface	System architecture, database design, schema table and data dictionaries and user interface design
Development	Implement the interface design of the Custom-made Tailoring System, system prototype, coding and programming	Program and code with expected features and complete system interface with database
Testing	Conduct and test the Custom-made Tailoring System	Test plan, test cases and results and final system product

3.1 System Requirement Analysis

The system requirement analysis is a structured process to identify, document, and validate the requirements for developing the Custom-Made Tailor's System for SyazaAhmed Enterprise [12]. It includes functional requirements, such as handling tailoring orders, maintaining customer records, storing measurements, tracking order statuses, and generating operational reports, as well as non-functional requirements like reliability, scalability, and data confidentiality to support efficient and secure operations for business growth. User requirements ensure a smooth and streamlined experience for administrators and staff, simplifying daily tailoring tasks. The hardware needs include workstations for administrative and operational tasks, along with secure servers for data storage, while software requirements involve tools for database management, user interface design, and application development to ensure seamless functionality. These specifications, form the core of the system's architecture, enabling SyazaAhmed Enterprise to optimize productivity and achieve its business goals.

Table 3 *Functional requirements*

Module	Description
1. Client Management Module	- Allow the new users to register new account for Custom-made Tailoring System before login. - Allow the existing users to login with the email and password. - Allow clients to update personal profiles, including personal information and body measurements.
2. Ordering Management Module	- Allows clients to browse and select design. - Provide an intuitive interface for placing order. - Allow clients to make deposit payment and final payment. - Enable clients to track status and progress order.
3. Appointment Management Module	- Allow clients to schedule appointments for services such as fittings or measurements on Custom-made Tailoring System. - Provide an easy-to-use calender and time picker for selecting preferred date and time. - Enable Admin to view, manage and update appointment details.
4. Customer Support and Feedback Module	- Allows clients to submit feedback for the history orders. - Collect customer feedback regarding their experience.
5. Reporting Module	- Generate detailed sales reports for given period. - Provide order analytics. - Display reports in visual formats, such as graph or charts.

Table 4 *Non-functional requirements*

Requirement	Description
1. Performance	- The Custom-made Tailoring System must respond to user actions within 3 seconds, even with the high traffic.
2. Data Integrity	- The Custom-made Tailoring System must ensure that data, such as client profiles and order history is accurate and consistent.
3. Security	- The Custom-made Tailoring System must encrypt sensitive client data such as personal information and payment details using industry-standard encryption protocols.
4. Usability	- The Custom-made Tailoring System must have intuitive and user-friendly interface to ensure ease of use for all clients.
5. Cross-Platform Compatibility	- The Custom-made Tailoring System must be compatible with major web browsers.

Table 5 represents the user requirements of the clients and Table 6 represents the requirements from the administrator.

Table 5 *User requirements for clients*

No.	User requirements
1	All users must have an Custom-made Tailoring System account with valid email and password.
2.	Clients must be able to register, log in and update their personal details, including body measurements and contact information in Custom-made Tailoring System.
3.	Clients must be able to customize their clothing order, including selecting fabric, style, fit and other tailoring options.
4.	Clients must be able to place an order, make secure payments and receive an order confirmation with details in Custom-made Tailoring System.
5.	Clients should be able to track the status of their orders in Custom-made Tailoring System.
6.	Clients must be able to leave feedback, rate their custom garment, and evaluate the overall service in Custom-made Tailoring System.
7.	Clients must be able to request for appointment regarding to their order in Custom-made Tailoring System
8.	Clients should have access to their previous order history and re-order items or request modifications.

Table 6 *User requirements for admin*

No.	User requirements
1	Admins must be able to create, update, and manage client accounts, including access to their order history and preferences in Custom-made Tailoring System.
2.	Admin must be able to monitor all orders and track the overall order status in Custom-made Tailoring System.
3.	Admin must be able to receive assigned orders, with full details such as measurements, customizations, and deadlines in Custom-made Tailoring System.
4.	Admin must be able to update the status of an order in real-time in Custom-made Tailoring System.
5.	Admin must be able to manage appointment from clients and set new appointment to clients in Custom-made Tailoring System.
6.	Admin must be able to review client feedback and address issues or concerns raised in reviews in Custom-made Tailoring System.

3.2 System Analysis

System analysis is one of the most important aspects in the understanding and development of the working at Custom-Made Tailor's System for SyazaAhmed Enterprise. It involves the systematic collection of relevant information on data flow, user interaction with the system, and data processing. A structured approach is followed with context diagrams, Data Flow Diagrams (DFD), Entity-Relationship Diagrams (ERD), and flowcharts.

The context diagram shows a very clear overview of how the system interacts with external entities, such as users. Figure b1 shows Context Diagram for the Developed System DFD illustrates how data flows into and out of the system. It also gives an overview of its processing and storage. Level 0 DFD in Figure b2, in particular, describes the major processes and data storage points of the system.

The ERD will now portray the relationship between different entities of the system, which includes key tables: Client, Order, Measurement, Inventory, Admin, Payment, Feedback, OrderProgress, and Design. Each table has certain attributes and relationships associated with it for data integrity and proper design of the database. For example, the Customer's table holds data related to the users; it further connects to other tables such as Order and Feedback, whereas the Inventory table maintains information about items. Figure b3 depicts the ERD for the system.

The flowcharts finally present the visual process of how the system processes are performed, giving a clear and direct way to study and present the workflow. Figure b4 illustrates the flowchart of the developed system that incorporates both clients and administrators' processes. All diagrams, including the context diagram, DFD Level 0, ERD, and flowcharts, are provided as attachments for further reference on the system architecture and functionality.

3.3 Design

Design is the process where the overall architecture of the system is established based on the information gathered during the analysis phase [13]. In this phase, the user interface and database are designed and developed to provide a clear representation of the system before moving into the coding phase. Figure 2 illustrates the system architecture for the proposed system.

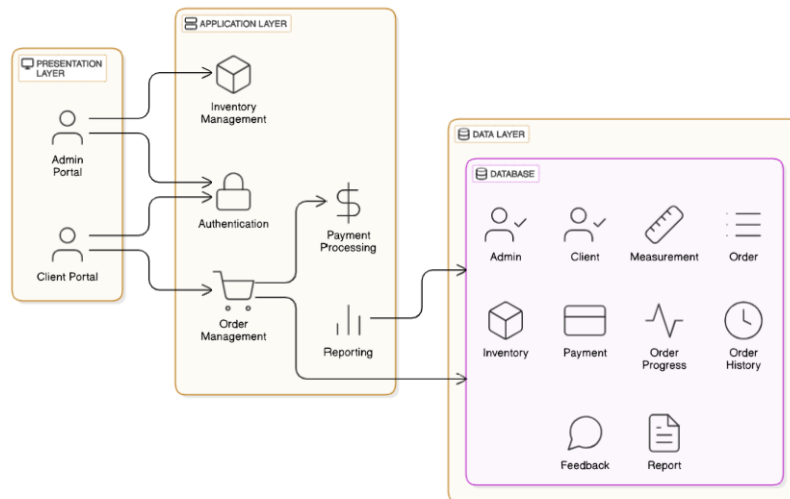


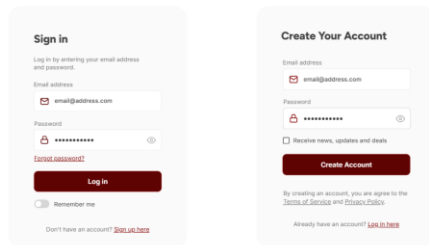
Fig. 2 System Architecture

The following are the tables from the database that have been designed and extracted from the ERD.

- i. ADMIN (admin_ID, username, password, inventory_ID, progress_ID)
- ii. APPOINTMENT (appointment_ID, client_ID, appointment_type, date_time, notes, status, order_ID)
- iii. CLIENT (client_ID, full_name, email, password, username, phone, address)
- iv. MEASUREMENT (measurement_ID, client_ID, measurement_details)
- v. ORDER (order_ID, client_ID, pickup_date, fabric_selection, colour, design_ID, embellishment, add_ons, special_instruction, measurement_ID)
- vi. DESIGN (design_ID, name, design_image, design_price)
- vii. PAYMENT (payment_ID, order_ID, receipt, account_name, account_no, bank_name)
- viii. ORDER_PROGRESS (progress_ID, order_ID, status_update, time_update)
- ix. FEEDBACK (feedback_ID, client_ID, feedback_text, submit_time)

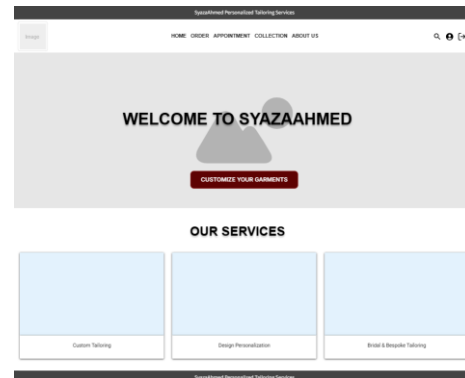
Interface design focuses entirely on the visual aspects, including the arrangement of various elements, while user interface refers to the interaction between the device and the user through techniques or commands to operate the device, manage data, and utilize information. Figure 3 shows Login and register interface for client log in to the system by providing correct email and password. Figure 4 displays the main menu interface. Figure 5 shows the design catalogue that allows client to browse design. Figure 6 display details customization page for personalize order. Figure 7 display checkout page for client to complete their purchase. Figure 8 shows feedback

page that admin can receive customer feedback. Figure 9 display the admin dashboard interface. Figure 10 shows inventory interface for admin manage fabric stock. Figure 11 shows client profile that can manage information and measurement. Lastly, Figure 12 will display appointment interface for client booking.



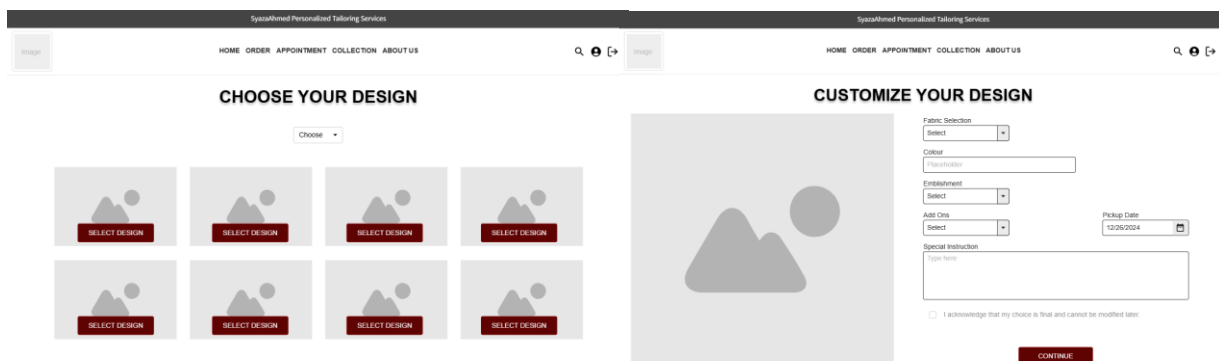
The interface is divided into two main sections: 'Sign in' and 'Create Your Account'. The 'Sign in' section includes a login form with fields for email address and password, a 'Log in' button, and a 'Remember me' checkbox. Below the login form is a link for users who don't have an account. The 'Create Your Account' section includes a registration form with fields for email address and password, a 'Create Account' button, and a checkbox for receiving news, updates, and deals. Below the registration form is a link for users who already have an account.

Fig. 3 Login and Register interface



The homepage features a navigation bar with links to HOME, ORDER, APPOINTMENT, COLLECTION, and ABOUT US. Below the navigation bar is a large banner area with the text 'WELCOME TO SYAZAAHMED' and a 'CUSTOMIZE YOUR GARMENTS' button. Underneath the banner is a section titled 'OUR SERVICES' with three service cards: Custom Tailoring, Design Personalization, and Brand & Bespoke Tailoring.

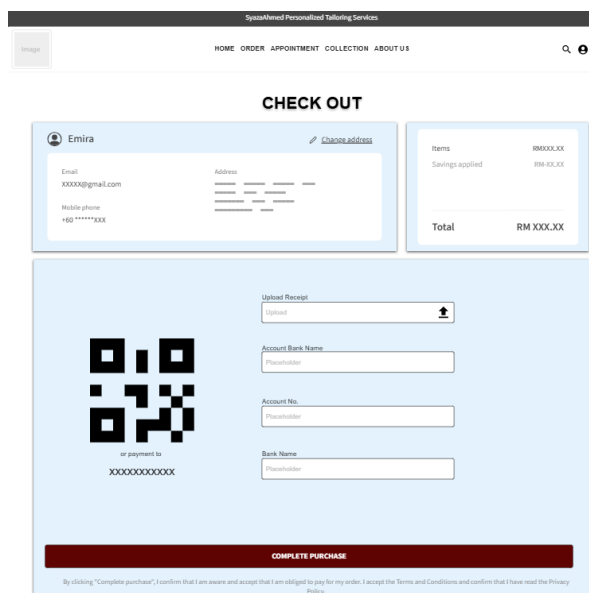
Fig. 4 Homepage interface



The design catalog interface shows a grid of design options, each with a 'SELECT DESIGN' button. The order interface shows a 'CUSTOMIZE YOUR DESIGN' section with various input fields for fabric selection, color, embroidery, and address, along with a 'CONTINUE' button.

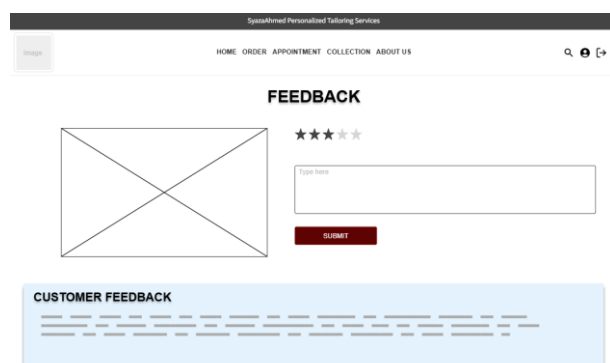
Fig. 5 Design catalog interface

Fig. 6 Order interface



The checkout interface displays a 'CHECK OUT' section with a user profile (Emira) and a 'CHECKOUT ADDRESS' section. It includes a QR code for payment and a 'COMPLETE PURCHASE' button. The interface also shows a summary of items, savings applied, and the total amount.

Fig. 7 Checkout interface



The feedback interface features a 'FEEDBACK' section with a star rating system and a 'SUBMIT' button. Below the feedback section is a 'CUSTOMER FEEDBACK' section with a list of feedback entries.

Fig. 8 Feedback interface

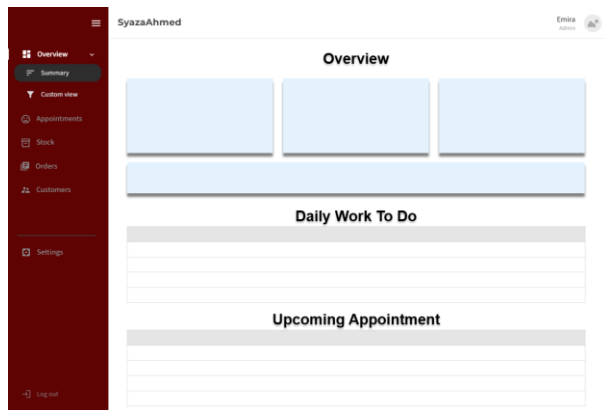


Fig. 9 Admin dashboard interface

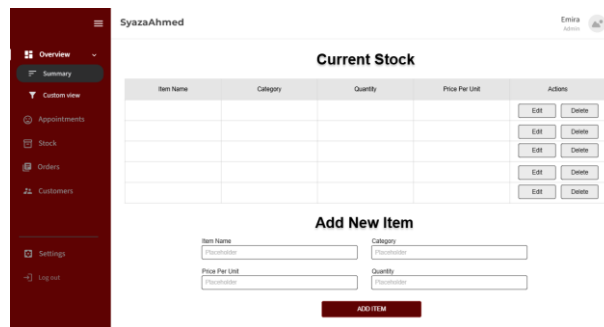


Fig. 10 Inventory interface

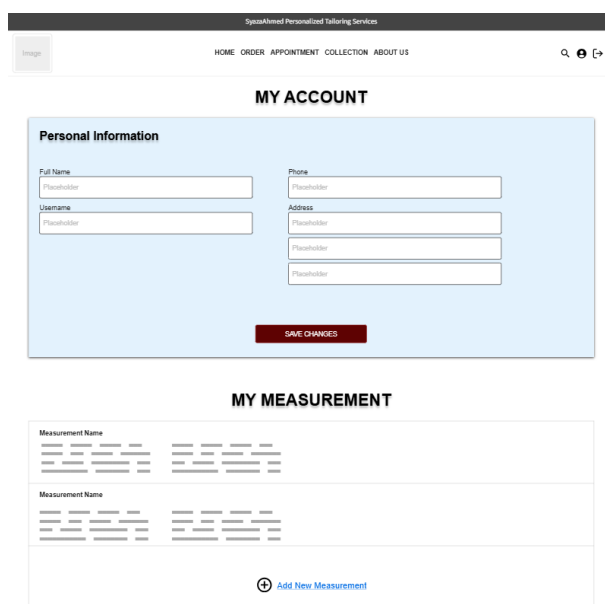


Fig. 11 Client Profile interface

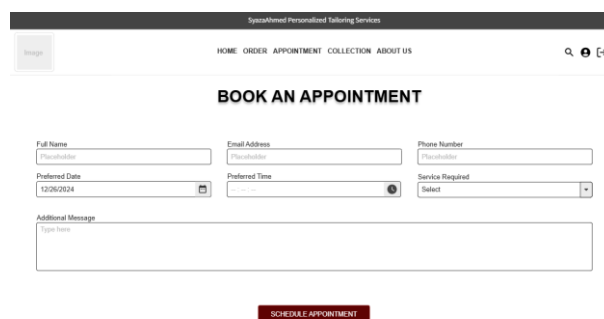


Fig. 12 Appointment interface

4. Result and Discussion

The development of this system used two software which are Visual Studio Code and XAMPP. Visual Studio Code is used to build and design the interface of the system using HTML, CSS, PHP, and JavaScript. While XAMPP is used to set up a server and to execute server-side coding. The system module includes client management module, ordering management module, appointment management module, customer support and feedback module, and reporting module.

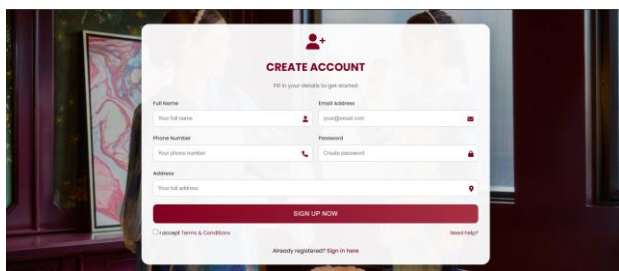


Fig. 13 Account Registration User Interface

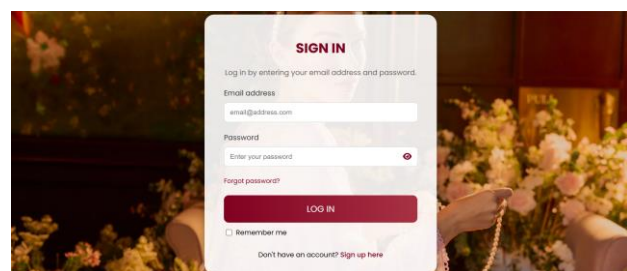


Fig. 14 Login User Interface

Fig. 15 Measurement User Interface

Fig. 16 Order User Interface

Fig. 17 Payment User Interface

Fig. 18 Appointment User Interface

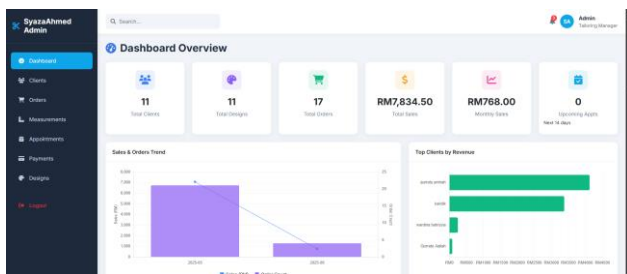


Fig. 19 Admin Dashboard Interface

Fig. 20 Feedback User Interface

User Acceptance Testing (UAT) is a crucial phase where end-users assess if the system meets operational needs and functions effectively. In this UAT, 18 users, including Administrators and Clients, participated in evaluating the system's readiness. Feedback was collected using a structured questionnaire in Appendix C, focusing on two main areas: System Functionality and Interface Design. Participants rated their experiences on a 5-point scale. The insights gained from this testing phase help refine the system and ensure it is suitable for deployment, confirming its operational effectiveness and user satisfaction before going live.

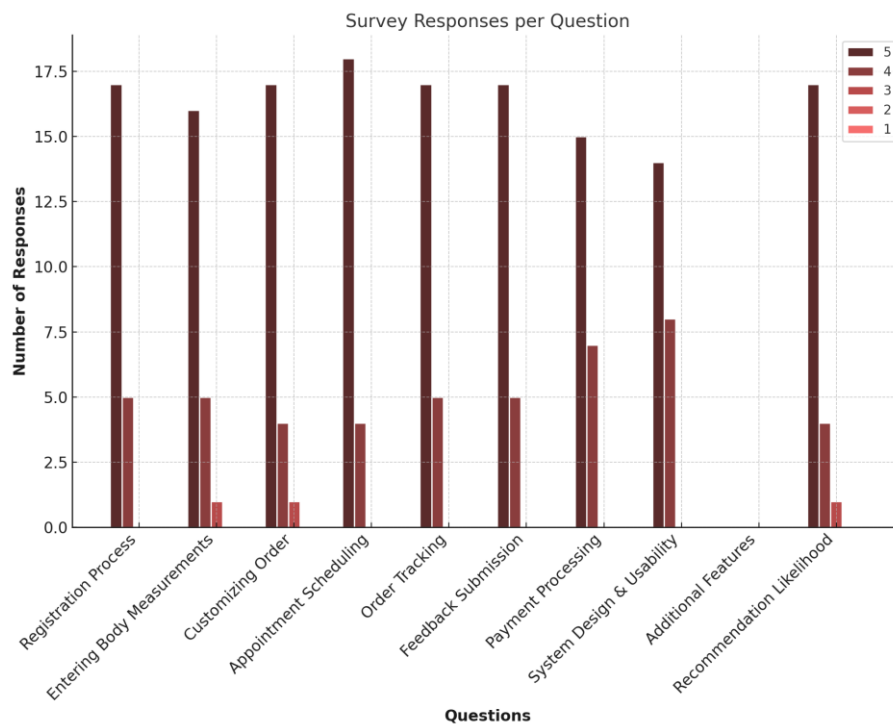


Fig. 21 Summary User Acceptance Test

5. Conclusion

The Custom-Made Tailoring System developed for SyazaAhmed Enterprise addresses the challenges of manual tailoring operations by offering a digital solution that enhances efficiency, accuracy, and customer satisfaction. By streamlining processes such as order management, measurement handling, and inventory tracking, the system reduces human errors and saves time, ensuring seamless operations. The integration of user-friendly interfaces and centralized data management facilitates personalized customer interactions and supports business growth through better service delivery. For SyazaAhmed Enterprise, this system modernizes traditional tailoring practices, builds transparency, and strengthens customer trust. By leveraging technology, the Custom-Made Tailoring System optimizes operations, fosters innovation, and sets a new standard for excellence in the tailoring industry.

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Conflict of Interest

Authors declare that there is no conflict of interests regarding the publication of the paper.

Author Contribution

The authors confirm contribution to the paper as follows: **study conception and design:** Qurratu Amirah Ismail, Abd Samad Hasan Basari; **data collection:** Qurratu Amirah Ismail; **analysis and interpretation of results:** Qurratu Amirah Ismail, Abd Samad Hasan Basari; **draft manuscript preparation:** Qurratu Amirah Ismail, Abd Samad Hasan Basari. All authors reviewed the results and approved the final version of the manuscript.

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Appendix A: Gannt Chart

	Task Name	Start Date	End Date	Duration Days
		10/09/2024	25/07/2025	319
1	Planning	10/09/2024	17/09/2024	8
1.1	Identify the project title	10/09/2024	11/09/2024	2
1.2	Identify the problems and objectives	11/09/2024	12/09/2024	2
1.3	Determining the scope and importance	12/09/2024	13/09/2024	2
1.4	Meeting supervisor	13/09/2024	15/09/2024	3
1.5	Identify expected outcomes	15/09/2024	17/09/2024	3
2	Analysis	17/09/2024	12/10/2024	26
2.1	Conducting a literature review	17/09/2024	20/09/2024	4
2.2	Determining software and hardware requirements	20/09/2024	22/09/2024	3
2.3	Formation of DFD process	22/09/2024	02/10/2024	11
2.4	Formation of ERD process	02/10/2024	12/10/2024	11
3	Design	12/10/2024	26/11/2024	46
3.1	System interface design	12/10/2024	25/10/2024	14
3.2	Database structure design	25/10/2024	10/11/2024	17
3.3	System Design	10/11/2024	26/11/2024	17
4	Development	27/11/2024	20/06/2025	206
4.1	System module coding	27/11/2024	10/01/2025	45
4.2	Building Interface	10/01/2025	20/02/2025	42
4.3	Building database	20/02/2025	25/03/2025	34
4.4	Building system code	25/03/2025	01/05/2025	38
4.5	Event design	01/05/2025	20/06/2025	51
5	Testing	21/06/2025	25/07/2025	35
5.1	Test the system	21/06/2025	07/07/2025	17
5.2	System improvement	07/07/2025	25/07/2025	19

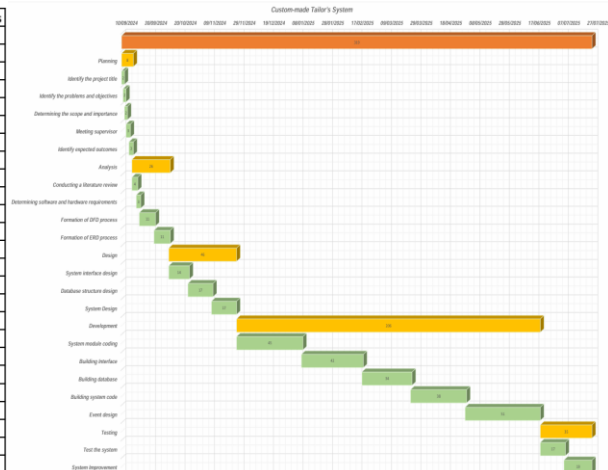


Fig. a1 Gannt Chart

Appendix B: Figure of Analysis System

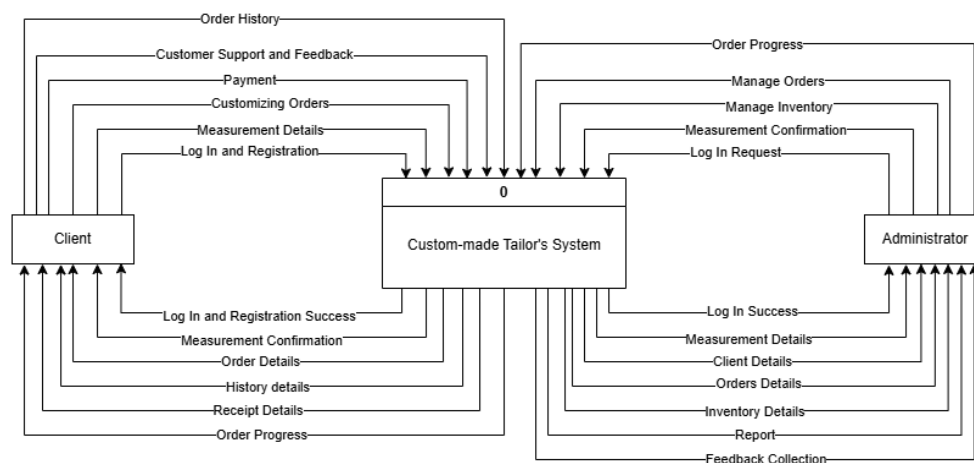


Fig. b1 Context Diagram

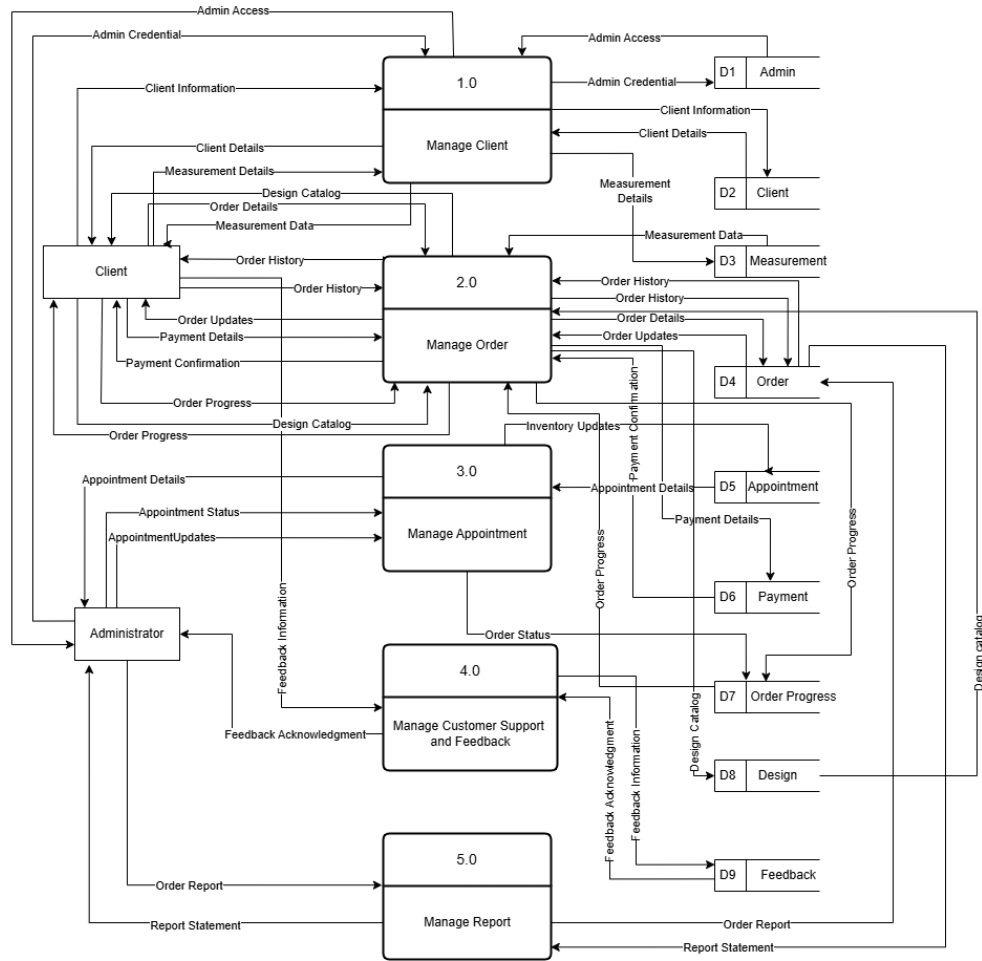


Fig. b2 Data Flow Diagram Level 0

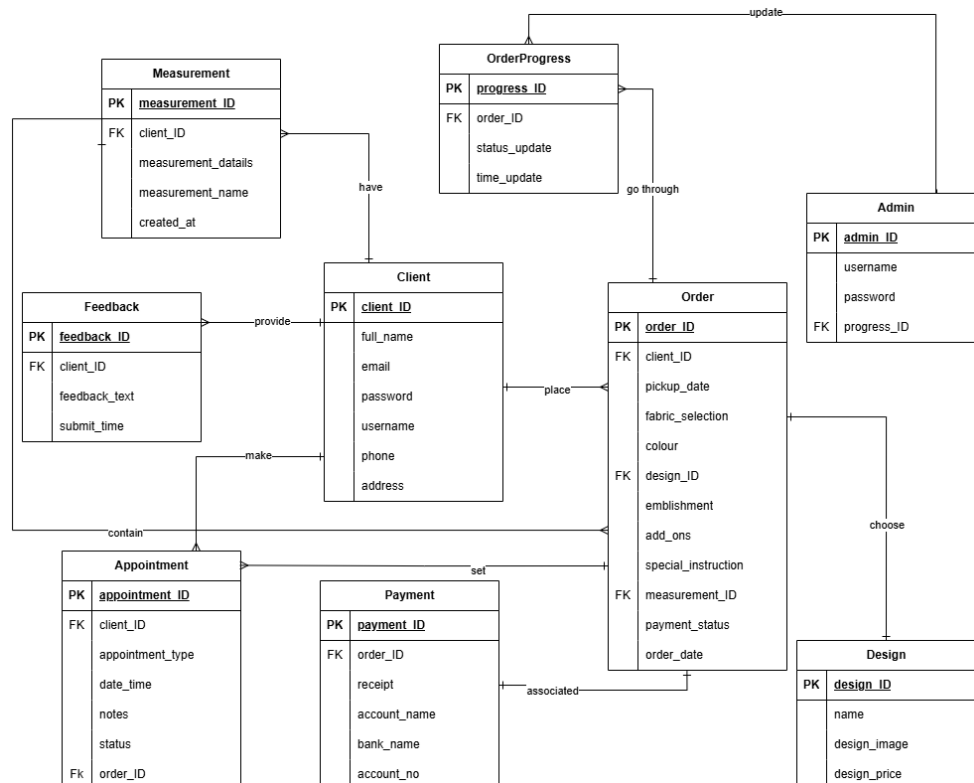


Fig. b3 Entity Relationship Diagram

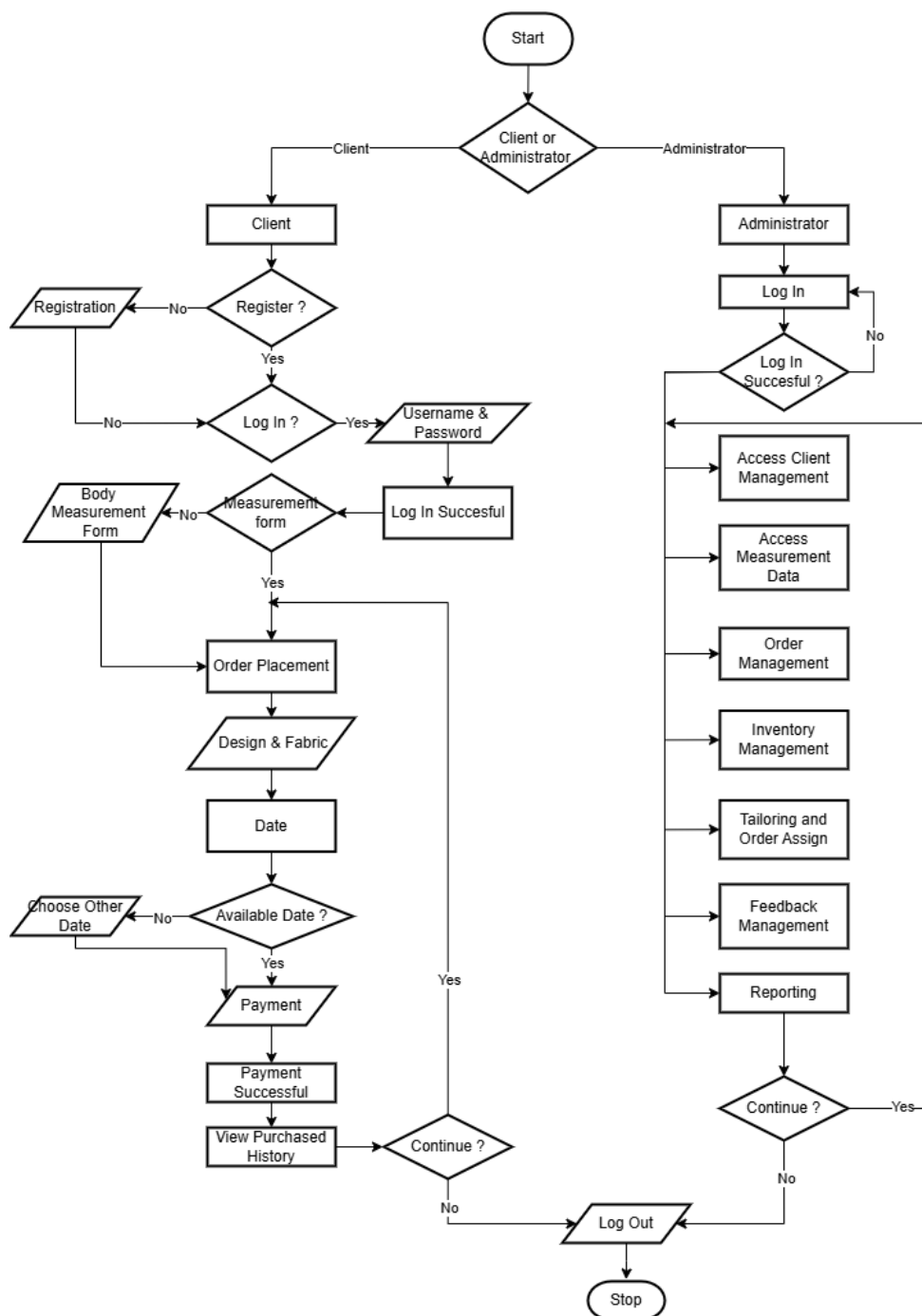


Fig. b4 Flowchart

Appendix C: User Acceptance Test

How would you rate the ease of the registration process in terms of clarity, user guidance, and overall experience?
22 responses

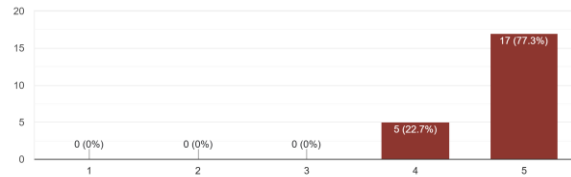


Fig. c1 Registration Process Feedback

How effective was the process of entering your body measurements? Did the system provide adequate instructions and make it easy to input accurate data?
22 responses

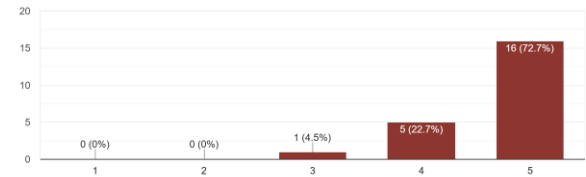


Fig. c2 Body Measurement Input Feedback

How well did the system guide you through the process of customizing your order, including selecting options and reviewing your choices?
22 responses

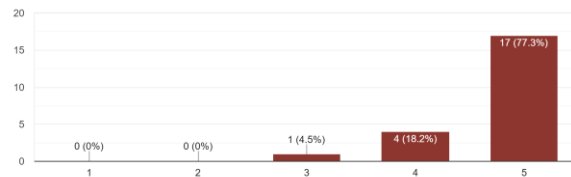


Fig. c3 Ordering Feedback

How would you rate the appointment scheduling system, considering ease of navigation, availability of time slots, and the clarity of the booking process?
22 responses

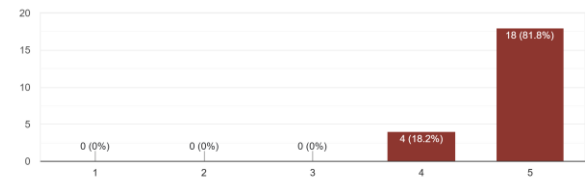


Fig. c4 Appointment Scheduling Feedback

How transparent and informative was the order tracking system in keeping you updated on the status of your order throughout the process?
22 responses

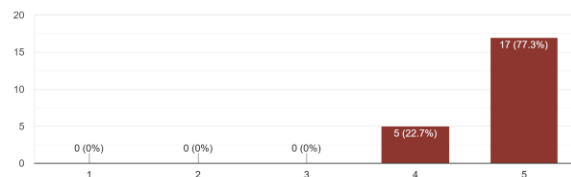


Fig. c5 Order Tracking Feedback

How would you rate the feedback submission experience, including the ease of providing input, feedback acknowledgment, and the responsiveness of the system?
22 responses

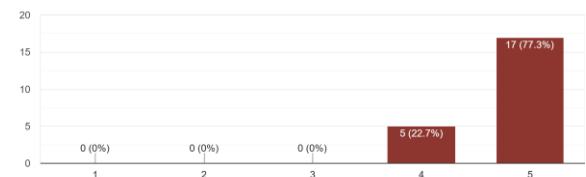


Fig. c6 Feedback Submission Feedback

How well did the payment processing system integrate into your checkout experience? Did it offer a smooth and secure transaction process?
22 responses

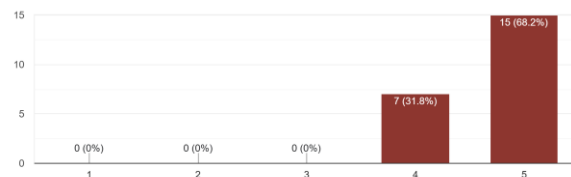


Fig. c7 Payment Processing Feedback

What additional features would you like to see added to the system in the future to improve your experience?
22 responses

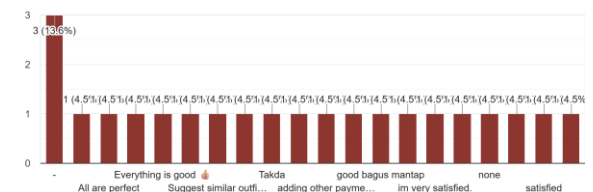


Fig. c8 Additional Features Feedback