

The Evaluation of Enterprise Resource Planning using ISO 25010 Based Quality Model

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Abstract— Software quality standards are fundamental today, particularly as the age of software technology and systems in every organization innovates the work process. Evaluations are carried out to assess service quality and product quality. In this paper, we present the evaluation of Enterprise Resource Planning (ERP) using eight major characteristics of ISO25010 Based quality model. Fifty functional users participated in the survey who used the ERP in day-to-day business to test and complete the existing system. The emphasis of this paper is on evaluating the framework built using the software quality Control ISO 25010:2011 based on the business and IT field. The method was tested and validated by 50 respondents consisting of users, heads of departments, and IT professionals using an adapted evaluation instrument. The findings shown in the paper demonstrate the assessment of the framework respondents with each characteristic of ISO25010.

Keywords— *ISO25010, ERP, SAP, Assessment of Software Quality, Data Analytics, ERP software Performance Evaluation*