Proposed Success Measurements

- Correct item selection: Cashiers select the correct items for refund in at least 95% of test tasks.
- Refund accuracy: The refund amount matches the expected amount in at least 95% of test tasks.
- Task completion: At least 90% of cashiers complete a partial refund without assistance.
- Completion time: The typical partial refund takes 2 minutes or less.
- Critical errors: Zero incorrect or unintended refunds occur during testing.
- Ease of use: Cashiers rate the refund process at least 4 out of 5 for ease of use.
- Supervisor error resolution: Supervisors correctly resolve at least 90% of simulated refund errors.
- Record completeness: 100% of simulated refund records contain the information needed for review and reconciliation.