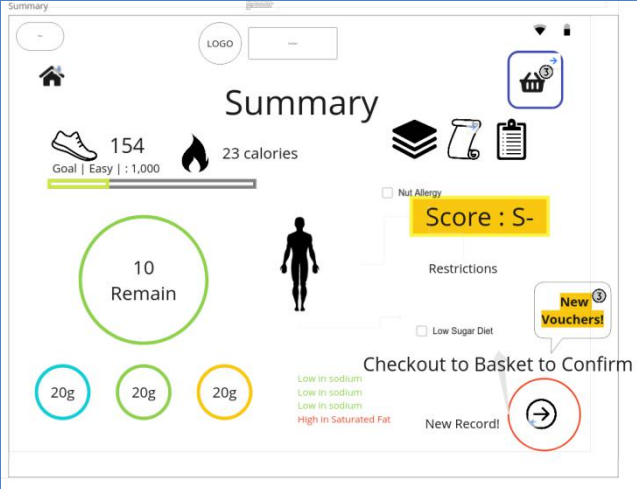
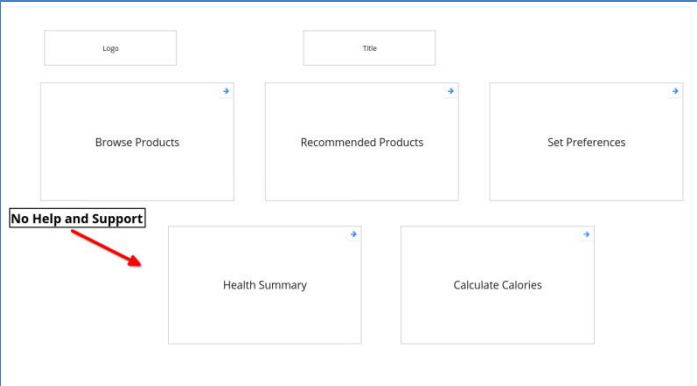
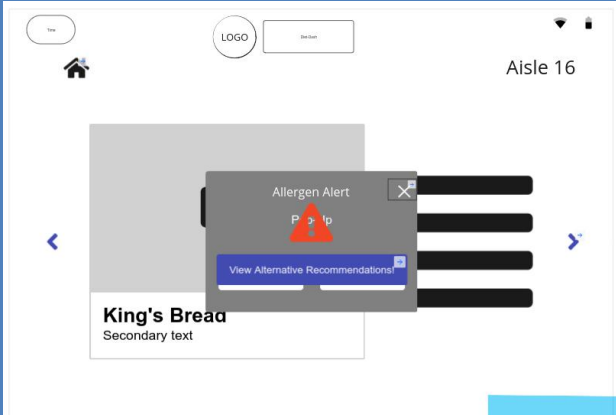
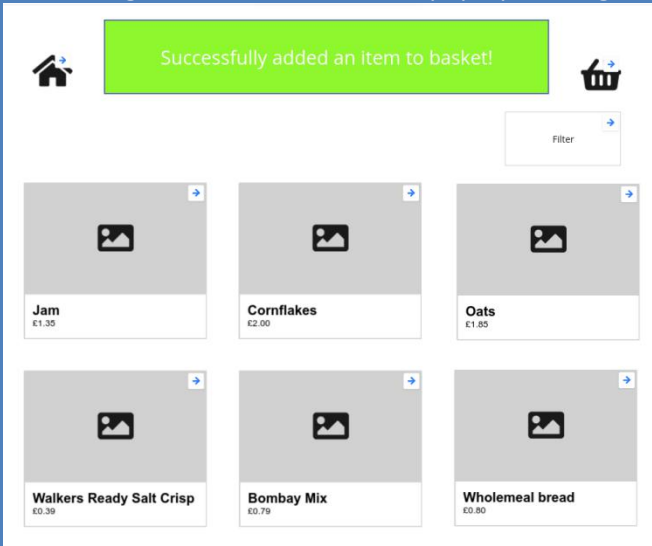
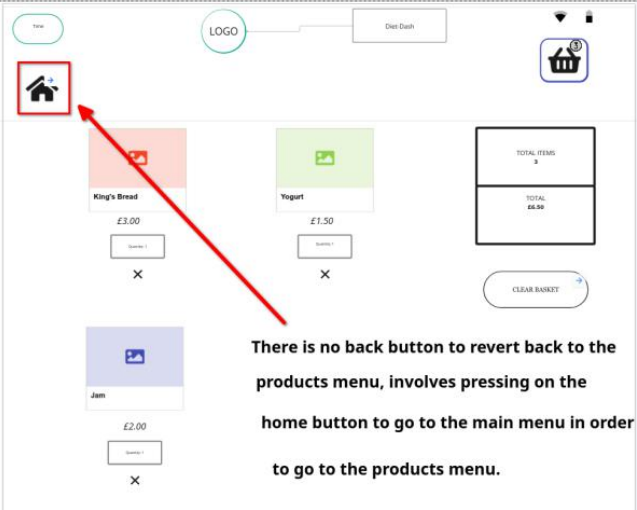
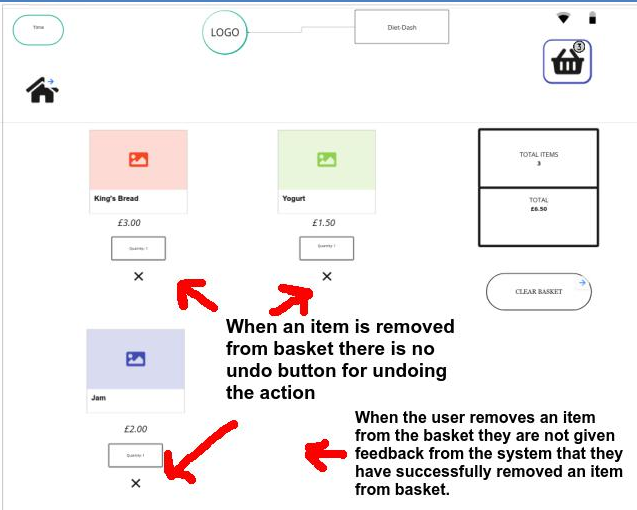
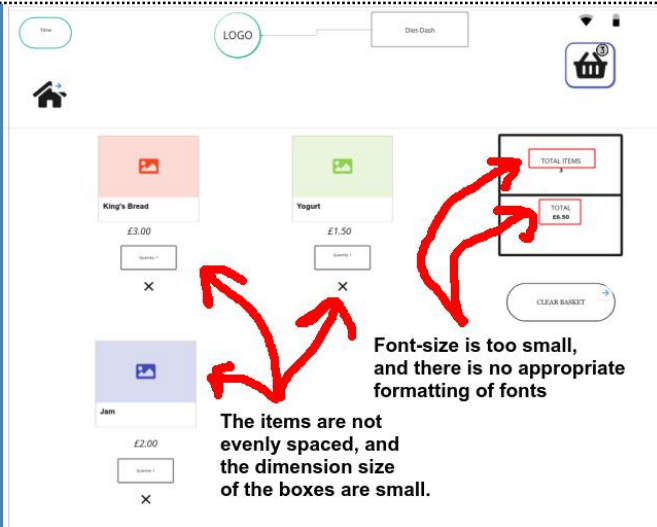


Problem ID	Description (incl. screenshot)	Heuristic(s) Breached	Severity	Suggested Solution
1	<p>When user visits the dietary features from the main menu the user is overloaded with a burden of information thus causing potential confusion to the user.</p> <p>Icons that are used to navigate between different menus are unclear to the user since there is no labelling provided.</p> 	2, 7, 6, 10	Catastrophic	<p>Try to condense the complex information that is shown on screen. And provide a help icon so that the person will be able to tap next to the text in order to understand what is the particular information about.</p> <p>Ensuring that the UI is simple, and that information is communicated to the user's language in such a way that the user will be familiarised with.</p> <p>Ensuring that there is labels applied with the icons so that the user will be familiarised with the icons particular usage.</p> <p>A Help and Support option within the main menu will be helpful.</p>
2	<p>When the user access the diet awareness system there seems to be a lack of facilities for documentation and help and support.</p> 	10	Catastrophic	<p>For the main menu include a facility that will guide new customers that have not used the system before for specific enquiries, or for additional support that is needed when using the system.</p>

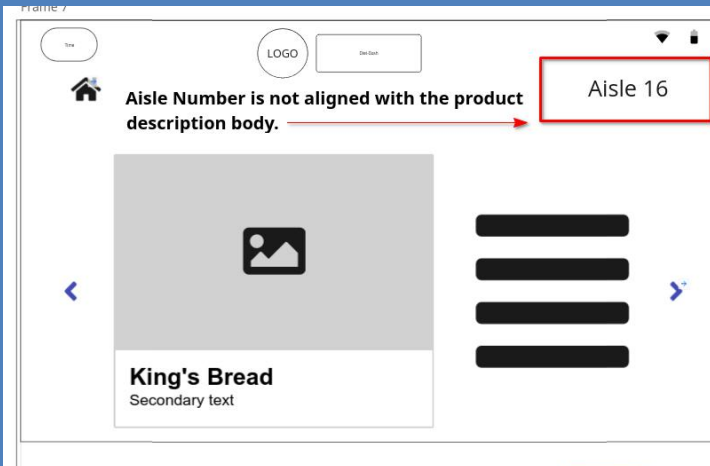
3	<p>There is no alert message within the alert prompt, when the user adds an item to basket.</p> 	3, 9	Major	Provide a friendly message in the alert prompt so that the user will take notice of the error and will avoid repeating the error in the future.
4	<p>Although the user is able to see a pop-up message stating that they have added an item to basket, they cannot undo their changes, nor hide remove the pop-up message.</p> 	3	Minor	<p>For the pop-up message include a close button in order to clear the pop-up menu from screen.</p> <p>And when the pop-up message has been double tapped by the user on screen it should undo the action of adding the item to basket (It should remove it from basket).</p>
5	<p>There is no back button in order to navigate between the menus. Currently the user has to return to the main menu in order to go to another menu.</p>	3	Major	For each menu, provide a back button so that the user is able to switch between other menus easily.

	 <p>There is no back button to revert back to the products menu, involves pressing on the home button to go to the main menu in order to go to the products menu.</p>			
6	<p>There is no undo button for the basket menu when undoing deletion for an item within basket.</p>  <p>When an item is removed from basket there is no undo button for undoing the action</p> <p>When the user removes an item from the basket they are not given feedback from the system that they have successfully removed an item from basket.</p>	3	Minor	<p>Include a pop-up message which notifies the user when an item has been removed from basket, and then an undo button placed on the bottom-right side of the pop-up message for undoing the action.</p>
7	<p>The UI layout of the basket menu is not properly organised, as the items that are currently presented in basket are shown vertically rather than horizontally affecting readability of the content.</p>	8	Minor	<p>An aesthetic improvement would be by improving the look and feel of the UI so that the items that are represented in the basket are represented in rows rather than columns.</p> <p>By setting a standard font-size for the title and and card headers such as for the total items and grand total for the basket will also improve the aesthetic of the UI.</p>



Ensuring that both the home and basket buttons are aligned correctly.

When visiting an individual product, information relating to exact location of the product in-store seems to be not part of the main product description body which also affects the aesthetic of the UI.



This also affects readability of information as the user will need to scan the whole screen to determine where a product is located.

Information must be clearly shown to the user, and must be easily retrieved by the user, without requiring them to scan the whole screen i.e using eye-scanning patterns such as F-Pattern.

A suggestion for improvement would be by placing information relating to where the product is located where the main product description body is located.