**Heuristics Analysis**

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| Problem ID | Description (incl. screenshot) | Heuristic(s) breached | Severity | Suggested actions |
| 1 | Some of the pages in the user interface lack an option to go back to the previous page. For example the products page, lacks the functionality of a back button which is needed for a user to go to a previous page and forces the user to continue with adding a product to the basket or using the home button which takes the user all the way back to the beginning. | 3 | Major | Implement back button that would go back to a previous page. |
| 2 | The design of the interface is highly inconsistent as there are widely different layouts, colour schemes and fonts within the system. For example, the products page has a mostly grayscale colour scheme, whereas the basket page has pastel colours which is aesthetically inconsistent with the design of the user interface. | 8 | Cosmetic | Decide on one style that will remain consistent throughout the entirety of the system’s interface. This includes having the same colour schemes and fonts. |
| 3 | The meaning of icons on the pages are not entirely obvious to the user and is difficult to tell what each icon takes you to what page. This may frustrate the user as it may cause the user to click the wrong icon, which will take them to the wrong page, meaning they have to go back. This will inevitably decrease the efficiency of the system itself and make it less pleasing to navigate for the user. There is also a lack of help documentation for users to access when they need help. | **3, 4, 7, 10** | **Minor** | Replace existing icons with less ambiguous icons that are more obvious to the user and thus will reduce likelihood of errors. For instance, changing the summary button to something a little more obvious, like the following: |
| 4 | In the homepage of the user interface, there is a button labelled ‘Set preferences’. This is rather ambiguous to the user. This could possibly imply the button is to set ‘dietary preferences’, when in fact this page links to the settings page. This will cause confusion and the user must guess what the system means by ‘set preferences’. This could lead to the user going to the wrong page and resulting in a negative user experience. | **2** | **Major** | Change the label of the button to be something more descriptive, such as ‘system settings’. To further make it clear, using a cog icon could also be useful to make it clear. This would prevent confusion and will result in a better user experience overall. |