

UI & UX AUDIT REPORT TEMPLATE

COMPANY LOGO

TEST ENVIRONMENT : Creaxess Configurator [[url](#)]

Table of Content

I. Introduction

1. Audit objectives
2. Audit methodology
3. Summary

II. Audit process

1. User research
2. UI analysis
3. UX analysis

III. Findings and recommendations

1. Findings
2. Good sides
3. Bad sides
4. Aspects that need improvement
5. Ideas, suggested actions or recommendations

I. Introduction

1. Audit objectives

- The purpose of this document is to report on preliminary findings and recommendations from the user journey on UI in the Creaxess Configurator as part of the UI and UX audit.

This is an example of small aspects of building a UI and UX audit report.

It may be expanded in the future.

I. Introduction

2. Audit methodology

POINT OF VIEW

The study evaluated the Creaxess Configurator platform involving the perspective of users.

METHODOLOGY

- Evaluation through user interviews and user tests.
- Heuristic analysis of UI
- Walkthrough with feedback

FOCUS AREAS

Buyer's user journey

I. Introduction

3. Summary



What was done?

The user walked through the application until the stage of getting an offer in PDF, looking for key issues in UI in the Creaxess Configurator.



Findings

The overall impression of using the configurator is positive, but it is not without flaws, which translates into direct sales of products.

1

Choose product

Choose from below six product



2

Configure

With a few mouse clicks for individual solution



3

Receive offer

You can download your offer directly

II. Audit process

1. User research



PERSONA

Jan is a 43-year-old buyer from the purchasing department of a production company.

USER GOAL

He needs to purchase stairs that will be installed at the production line and will help employees in their daily work.

PAIN POINTS

He has no knowledge of the construction of the stairs and the information required to design and purchase them.

NEEDS

An application that guides him in simple steps to create custom stairs.

II. Audit process

2. UI analysis

The UI analysis focused on 6 basic design aspects:

NAVIGATION

- Are the menu and navigation easy to use?
- Is the necessary information easy and quick to find?

LAYOUT

- Is the layout of the website organized and visually appealing?
- Is it easy to find important interactive elements?

RESPONSIVENESS

- Does the application load fast?
- Is the website responsive to different screen sizes and devices?

TYPOGRAPHY

- Are the fonts legible and does their style match the concept of the website?

CONSISTENCY

- Is the website's visual design consistent throughout the pages?
- Does it use the same colour scheme, typography, and design elements?

ACCESSIBILITY

- Does the application follow web accessibility guidelines?

II. Audit process

3. UX analysis

Heuristic UX evaluation

10 usability heuristics are easy steps to follow in UX evaluation.



1. Visibility of system status



2. Match between system and the real world



3. User control and freedom



4. Consistency and standards



5. Error prevention



6. Recognition rather than recall



7. Flexibility and efficiency of use



8. Aesthetic and minimalist design



9. Help users recognize, diagnose, and recover from errors



10. Help and documentation

3. UX analysis

1. Visibility of system status

- Are users given clear feedback about what's happening in the system?
- Are users provided with clear feedback when they perform actions?

The website provides clear indications of the current status of the system or the user's progress within it. There is a progress bar and loading indicator when navigating between pages.

Initializing application ...



Properties and options

● Height and Inclination

● Execution of steps

● Platform version

● Handrail

● Platform guardrail

● Chassis

● Shock protection

● Accessories

● Individualization

II. Audit process

3. UX analysis

2. Match between system and the real world

- Do system labels and language use common, easily understood terms?
- Does the system reflect users' real-world experiences and expectations?
- Are icons and visual cues clear and understandable?

Designing a system that matches how people think and act in the real world is important. It means using clear language and easy-to-use interface. The configurator doesn't match this standard.



Dimensions on/off

Iso-View

Front-View

Pages-View

II. Audit process

3. UX analysis

3. User control and freedom

- Are users able to easily navigate and undo actions?
- Can users save progress or work in progress?
- Can users easily cancel or exit tasks without negative consequences?

Users have complete control and freedom over their interactions with the Creaxess configurator except save work in progress.

Proceed to offer

[Back to product overview](#)

II. Audit process

3. UX analysis

4. Consistency and standards

- Are design elements such as buttons, fonts and colours used consistently throughout the system?
- Does the system meet established design and usability standards?

The website is consistent in terms of layout, design, and navigation.

Properties and options

- Height and Inclination
- Execution of steps
- Platform version
- **Handrail**
- Platform guardrail
- Chassis
- Shock protection
- Accessories
- Individualization

Handrail

Handrail, steps

- No handrail
- left
- right
- on both sides

Securely mounted handrail

Removable handrail

Proceed



Help text

Single-sided handrails

Single-sided handrails are permitted with wall distances < 200mm and an access step inclination of 45°.

In accordance with DIN EN ISO 14 122, steps with an angle of inclination of 60° must be equipped with a double-sided handrail.



Warning! In the case of removable or one-sided handrails the operator must provide suitable safety measures on-site (e.g. fall-protection netting, attachment point for PPE etc.)!

II. Audit process

3. UX analysis

5. Error prevention

- Are error messages clear and helpful?
- Does the system prevent users from making irreversible mistakes?
- Are confirmation prompts provided for actions that could have major consequences?

The system does not always provide user notifications about errors. There are no clear error messages or alerts to prevent users from making mistakes. For example, if a user tries to submit a form with incorrect information, there's no alert indicating what went wrong.



II. Audit process

3. UX analysis

6. Recognition rather than recall

- Are key actions and information easy to find and recognize?
- Are users required to memorize too much information or perform too many steps to complete tasks?

The application requires too many steps with lots of detailed information to follow by users. Some input of information requires previous measurements which the user is not informed about in advance.

Height and Inclination X

Vertical height 1070 mm

1070 4510

600

Inclination

45 Degree

60 Degree

Proceed

II. Audit process

3. UX analysis

7. Flexibility and efficiency of use

- Are shortcuts or alternative methods available for frequent or complex tasks?
- Can experienced users navigate the system quickly without slowing down?

The website doesn't offer any shortcuts or customization options for power users. Users are forced to follow a specific path through the website and can't skip steps.

Properties and options

Height and Inclination

Execution of steps

Platform version

Handrail

Platform guardrail

Chassis

Shock protection

Accessories

Individualization

II. Audit process

3. UX analysis

8. Aesthetic and minimalist design

- Is the visual design clean and uncluttered?
- Does the visual design support the functionality and ease of use of the system?

The UI configurator is cluttered with information and graphics, making it difficult to focus on specific elements. The overall design could be simplified to improve the user experience.

The screenshot shows a UI configurator interface for a platform truck. On the left, a sidebar lists "Properties and options" including Height and Inclination, Execution of steps (selected), Platform version, Handrail, Platform guardrail, Chassis, Shock protection, Accessories, and Individualization. The main area displays a 3D model of a platform truck with four steps. A modal window titled "Execution of steps" is open, showing four options for "Tread and platform covering": Serrated aluminium R10 (selected), Steel open grid R12 (highlighted in blue), Aluminium grating R13, and Steel perforated plate R13. Below the covering options, a section for "Step and platform width" offers three choices: 600 mm, 800 mm, and 1000 mm. To the right of the 3D model, a "Help text" panel for "Tread and platform covering" provides details about each material: Serrated aluminium (Non-slip performance class R10) is suitable for dry areas; Steel open grid (Non-slip performance class R12) or Aluminium grating (Non-slip performance class R13) is for soiled areas or areas with liquids.

Properties and options

- Height and Inclination
- Execution of steps**
- Platform version
- Handrail
- Platform guardrail
- Chassis
- Shock protection
- Accessories
- Individualization

Execution of steps

Tread and platform covering

- Serrated aluminium R10
- Steel open grid R12**
- Aluminium grating R13
- Steel perforated plate R13

Step and platform width

- 600 mm
- 800 mm
- 1000 mm

Help text

Tread and platform covering

Serrated aluminium (Non-slip performance class R10)

Use this covering for applications in dry inside areas with applications without liquids (e.g. water, oil) or heavy soiling with sand, dust and grease etc. Use this covering where there are lower requirements with regard to an anti-slip finish. Complies with DIN 51 130.

Steel open grid (Non-slip performance class R12) or Aluminium grating (Non-slip performance class R13)

Use this covering in soiled areas or areas where there are liquids (e.g. water, oil). The grid allows liquid to drain from the step or dirt to fall through, so that soiling on the steps is kept to a minimum. Use this covering where there are high requirements as regards the anti-slip finish. Complies with DIN 51 130.

II. Audit process

3. UX analysis

9. Help users recognize, diagnose, and recover from errors

- Does the system provide suggestions for troubleshooting or next steps?
- Can users easily undo or fix mistakes?

There's no process for helping users recover from errors or mistakes.

II. Audit process

3. UX analysis

10. Help and documentation

- Is help documentation readily available and easily searchable?
- Is the documentation written in clear and understandable language?
- Does the system provide contextual help or tooltips to assist users in completing tasks?

The configurator has no user-accessible help at all.

III. Findings and recommendations

1. Findings

Main findings:



Cluttered and non-user-friendly UI



Translation problems

III. Findings and recommendations

2. Advantages 3. Disadvantages

Advantages:

- A very advanced tool that allows the user to create real special constructions based on data.
- 3D preview.
- Technical terms and descriptions with photos.

Disadvantages:

- Customers getting stuck or confused.
- Customers are asking for help too often.
- Confusing or random components are built with no design system in place.

4. Aspects that need improvement

- Text translations
- UI simplification
- Online help
- Informing about errors

III. Findings and recommendations

5. Ideas, suggested actions or recommendations

IDEAS

- Creating simple technical documentation - online help, which allows you to freely navigate through the program.

ACTIONS

- Re-translation of all configurator components.
- Introduction informing the user about the occurrence of errors.

RECOMMENDATIONS

- Simplified user interface

OTHER

- ???