# 1. Description of system, environment & approach

For the assignment we have chosen to use the self-checkout at Migros as it is used by a lot of people and is/should be easy to use. The system works with the following steps:

1. Select a language
2. Scan your products
3. Scan Cumulus-card if available
4. Scan gift-card if available
5. Choose your payment method
6. Pay

The task was to go to Migros, and buy multiple products using the self-checkout. We observed this task by looking over their shoulders while they were navigating the system with exception of the last of the system’s steps, where there were cases of people entering security codes. We took notes on our phones while observing.

# 2. Reporting of observations

## 2.1 Person 1

## 2.2 Person 2

## 2.3 Person 3

## 2.4 Person 4

## 2.5 Person 5

## 2.6 Person 6

## 2.7 Person 7

## 2.8 Person 8

## 2.9 Person 9

## 2.10 Person 10

# 3. Analysis of system and observations