


Error Priority Matrix













To prioritize errors, use a matrix with error severity on the x-axis and the user loads on the y-axis. Assigning scores to errors allows you to know which errors to fix first.

Error Priority Matrix

How-to Use This Tool

- User loads are the efforts users exert while interacting with a product or service. There are three categories of user loads; cognitive, visual, and motor.
 1. Cognitive load refers to the effort users put into understanding a design's strategy.
 - Cognitive load issues cause the most user friction.
 2. Visual load refers to the effort users put into understanding the intent of the elements within a design.
 - Visual load issues cause the 2nd most user friction.
 3. Motor load refers to physical motion a user has to do with his/her body to interact with a design.
 - Motor load issues cause the least amount of user friction.
- Assign an error severity rating of Critical Error, High, Average, or Low for each user error unearthed during your usability testing.

High Priority  Low Priority

	Critical Error	High	Average	Low	← Error Severity
Cognitive					
Visual					
Motor					

↑ User Load

NOTE: All user errors should be addressed. This Matrix shows the order of importance.