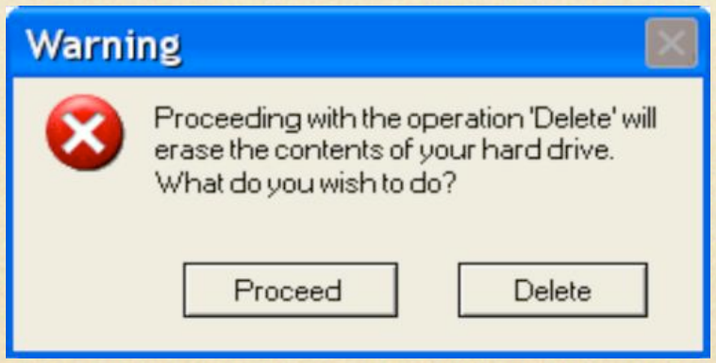
Errors and web design!



People make mistakes!

What do people think?

User

Is this my fault?

Am I doing this wrong?

Am I not smart enought?

Feels stupid, embarrassed, loses confidence = stops using your site/app

What do people think?

Developer

You didn't watch the road!
(use software correctly)

You're just too **dumb!**

Problem with our logic?

- We need to handle errors **before** and **after** they occur
- The best way to handle errors is to prevent them from ever occurring

Poka-yoke　　ポカヨケ

Is a Japanese term that means "error-proofing" or "mistake-proofing".

Its purpose is to **prevent**, **correct** or **draw attention** to errors as they occur.

Poka-yoke　　ポカヨケ

- Prevention (control) devices

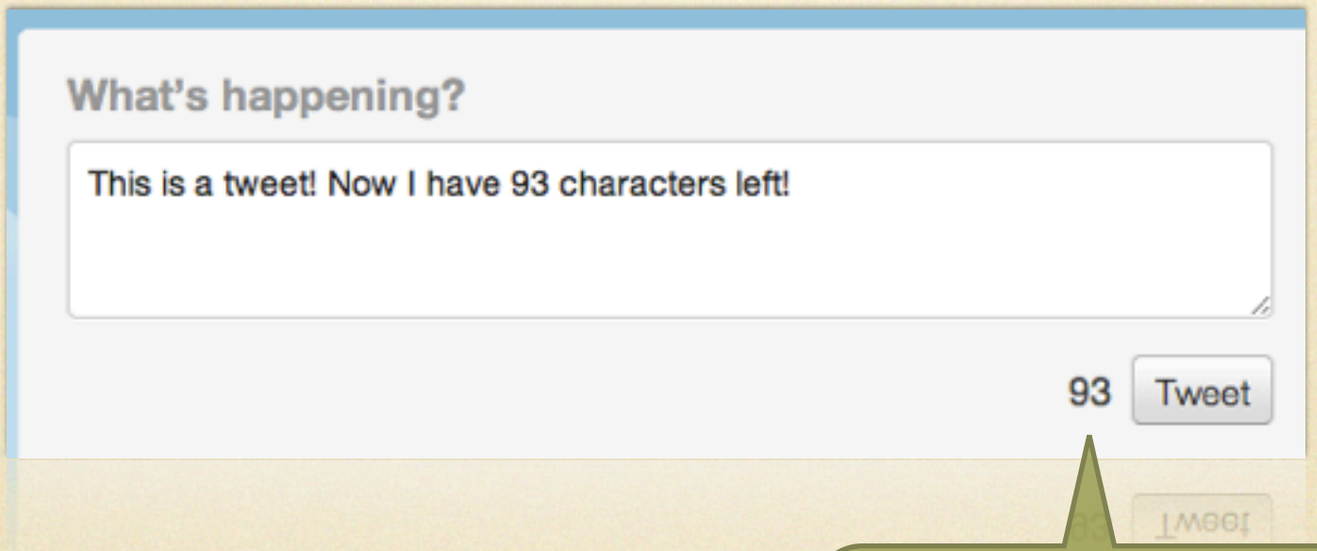
Poka-yoke　　ポカヨケ

- Detection (warning) devices

Poka-yoke and web design?

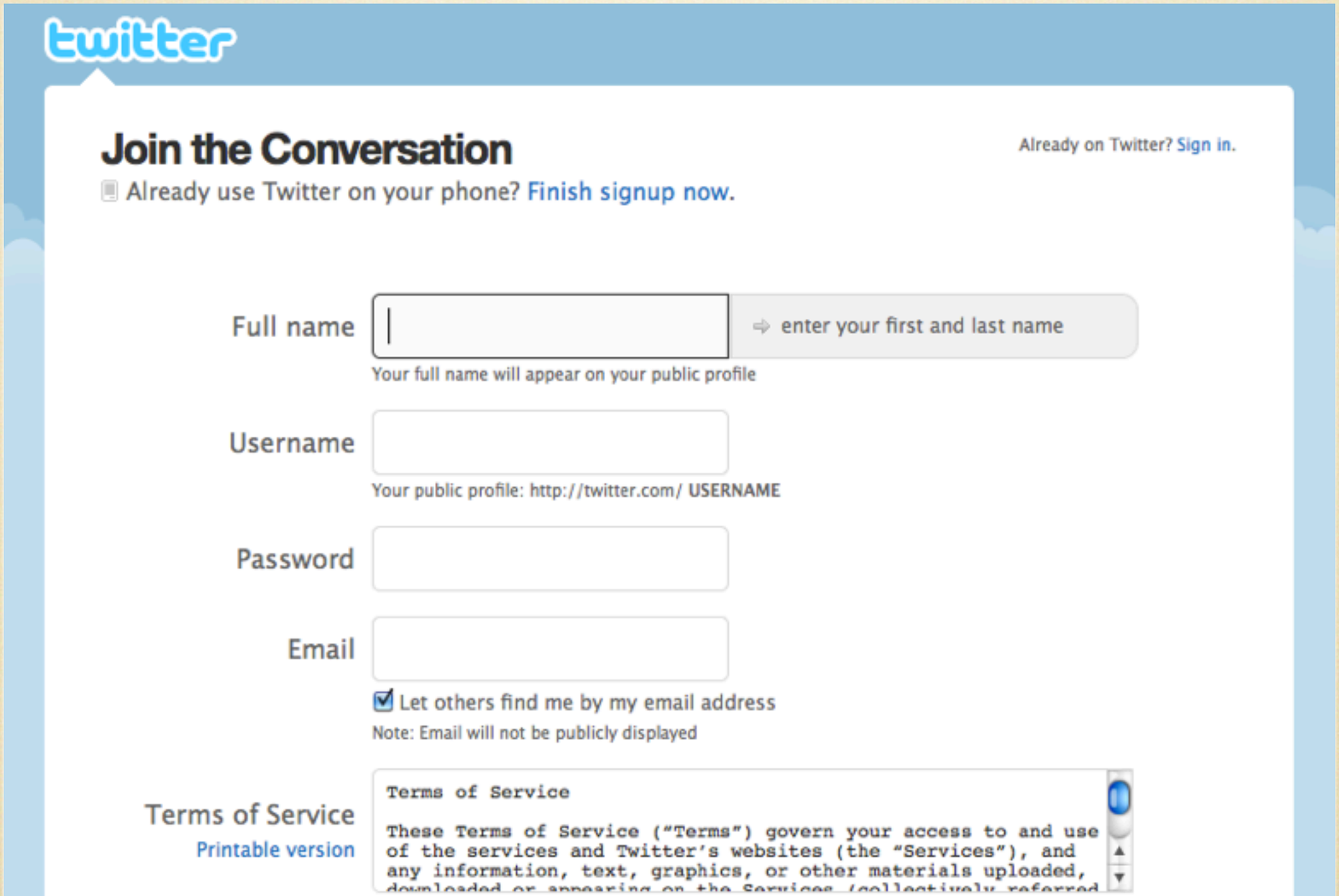
- Inline validation
- Error messages
- Errors into opportunities
- Auto-complete
- Mixed situation

Inline validation

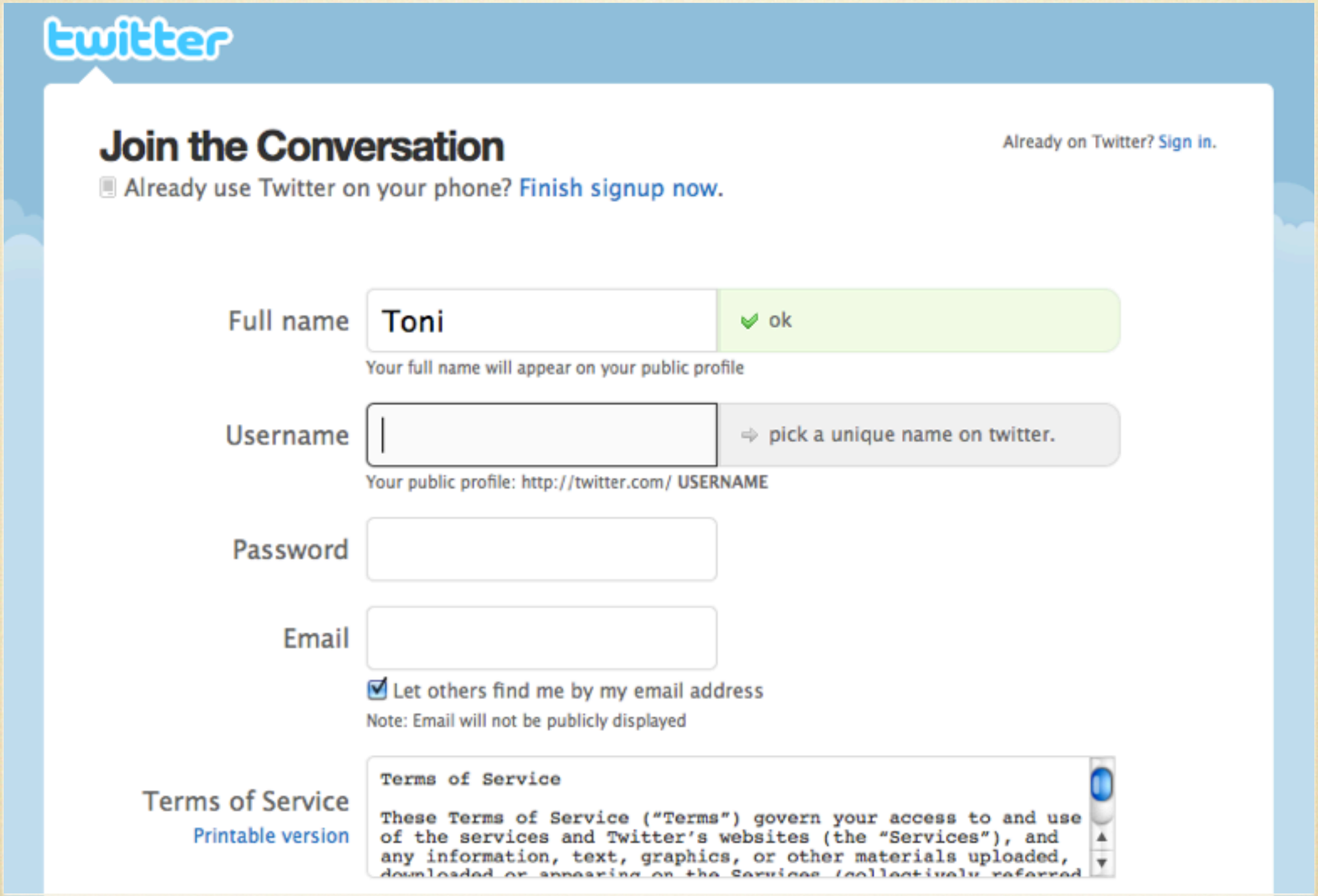


Prevention device!

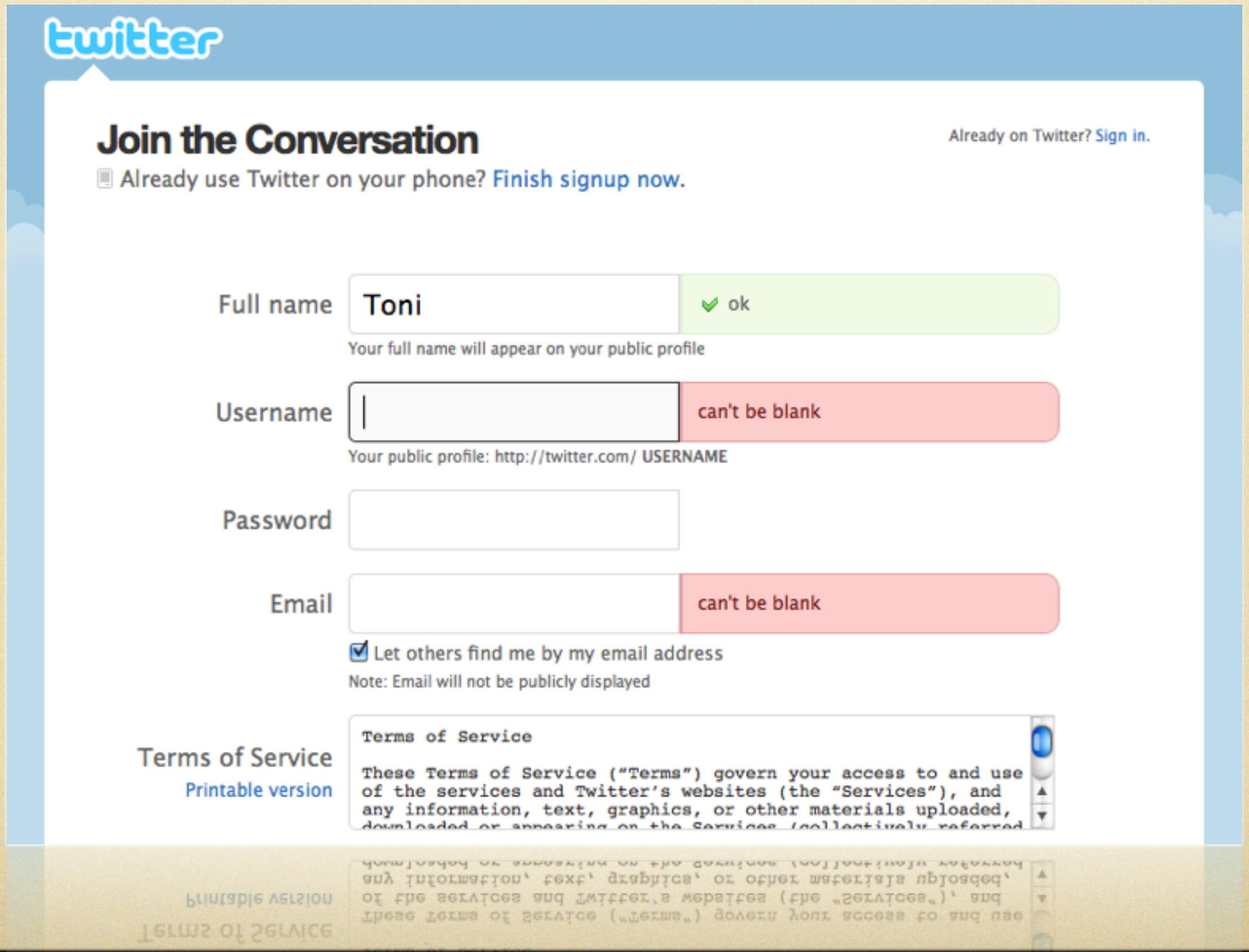
Inline validation



Inline validation

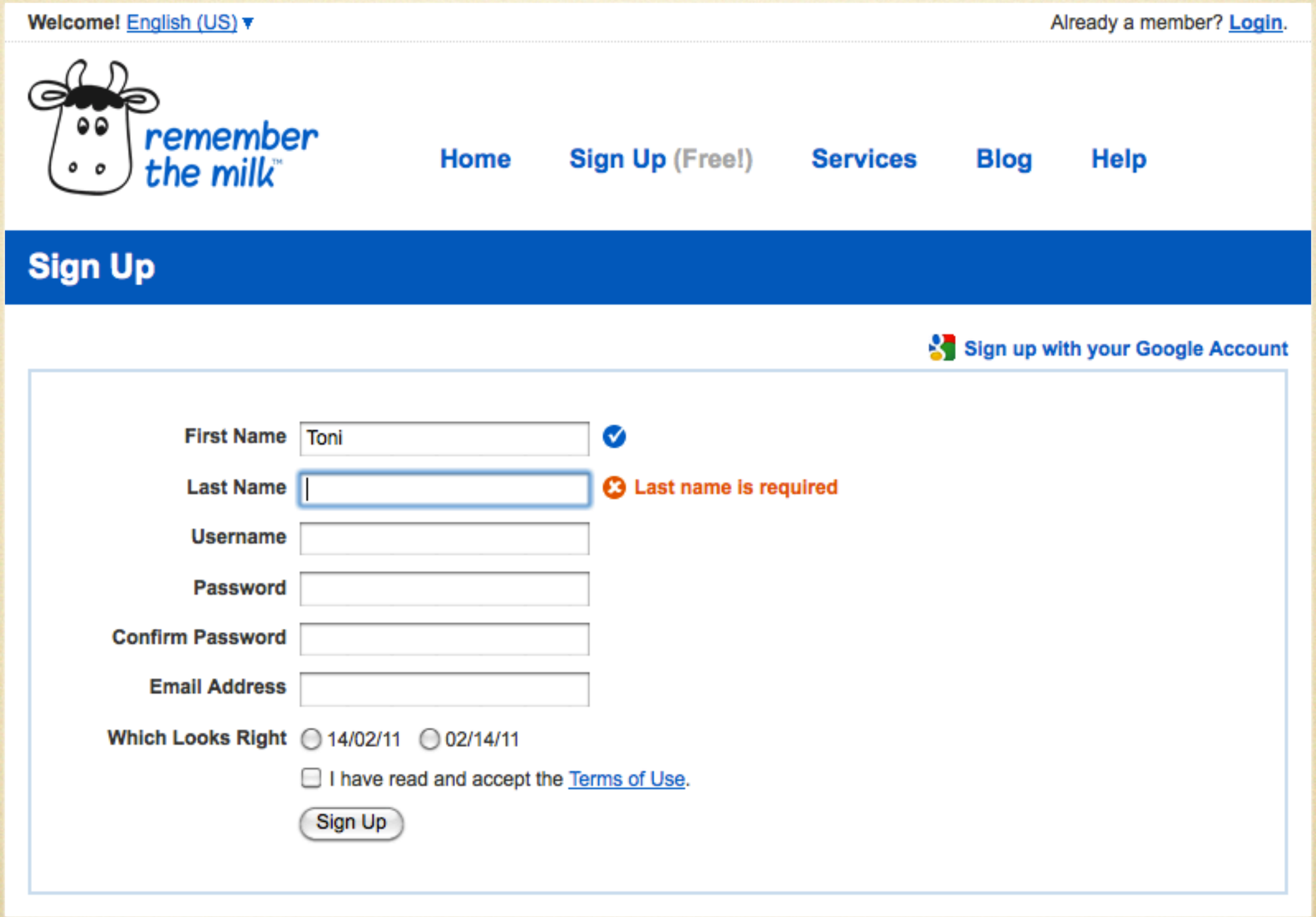


Inline validation

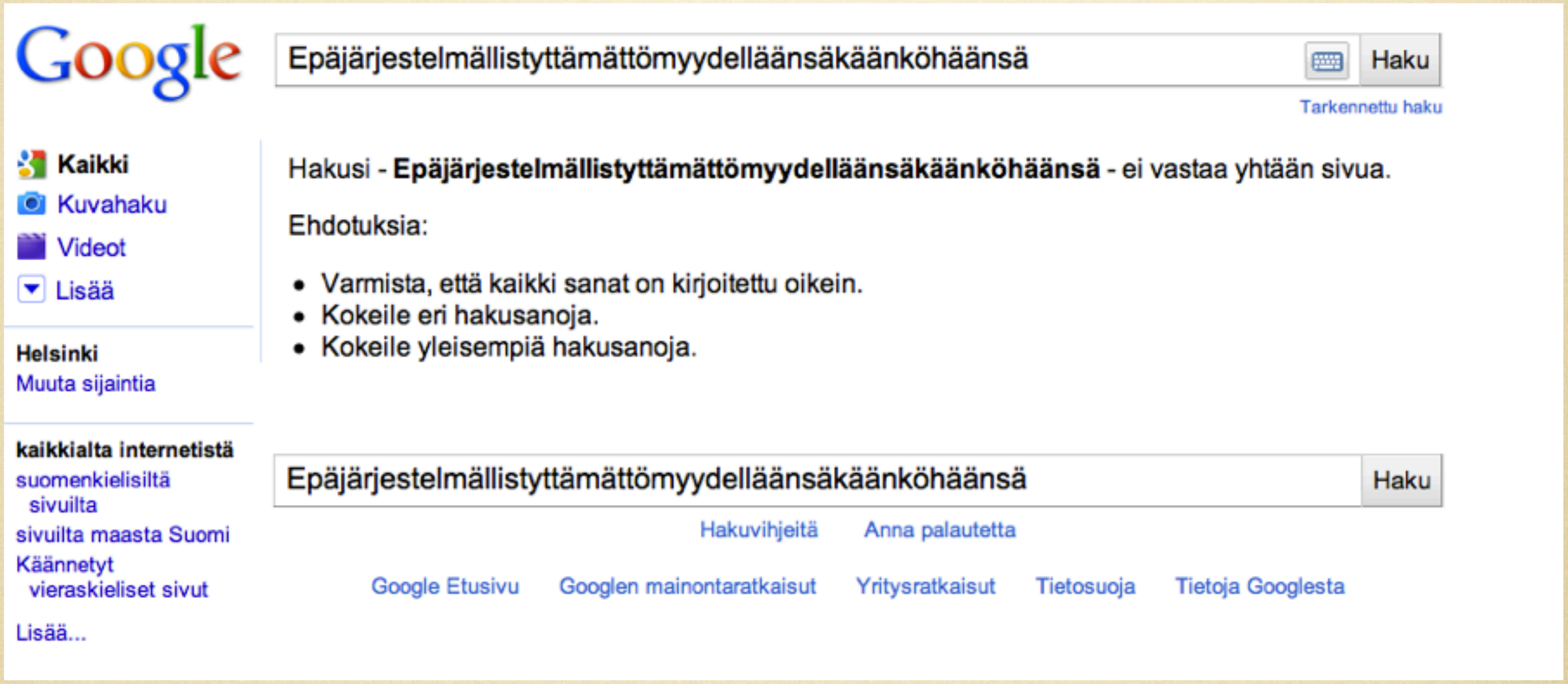


Inline validation

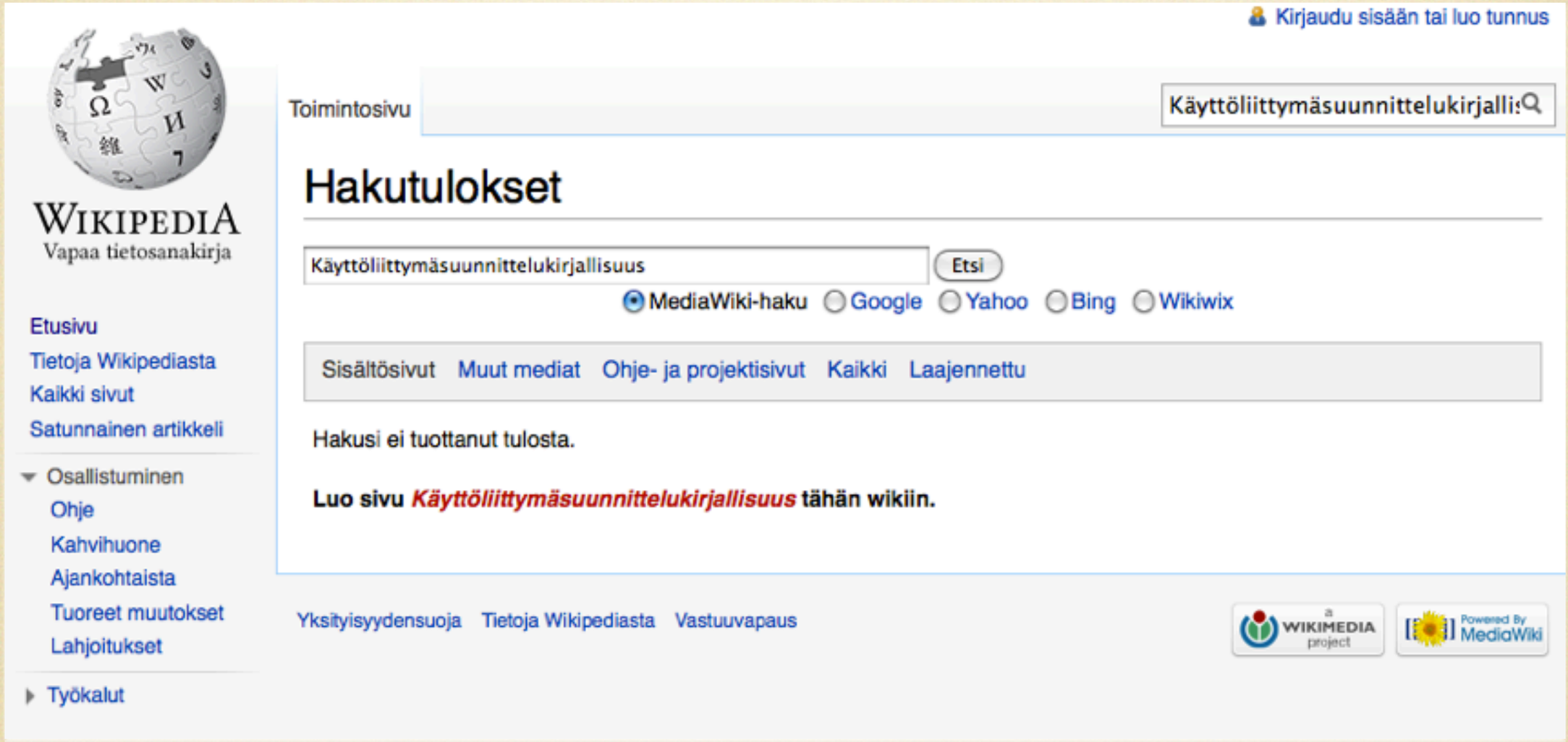
WRONG!



Boring error message



Turn the error into advantage!

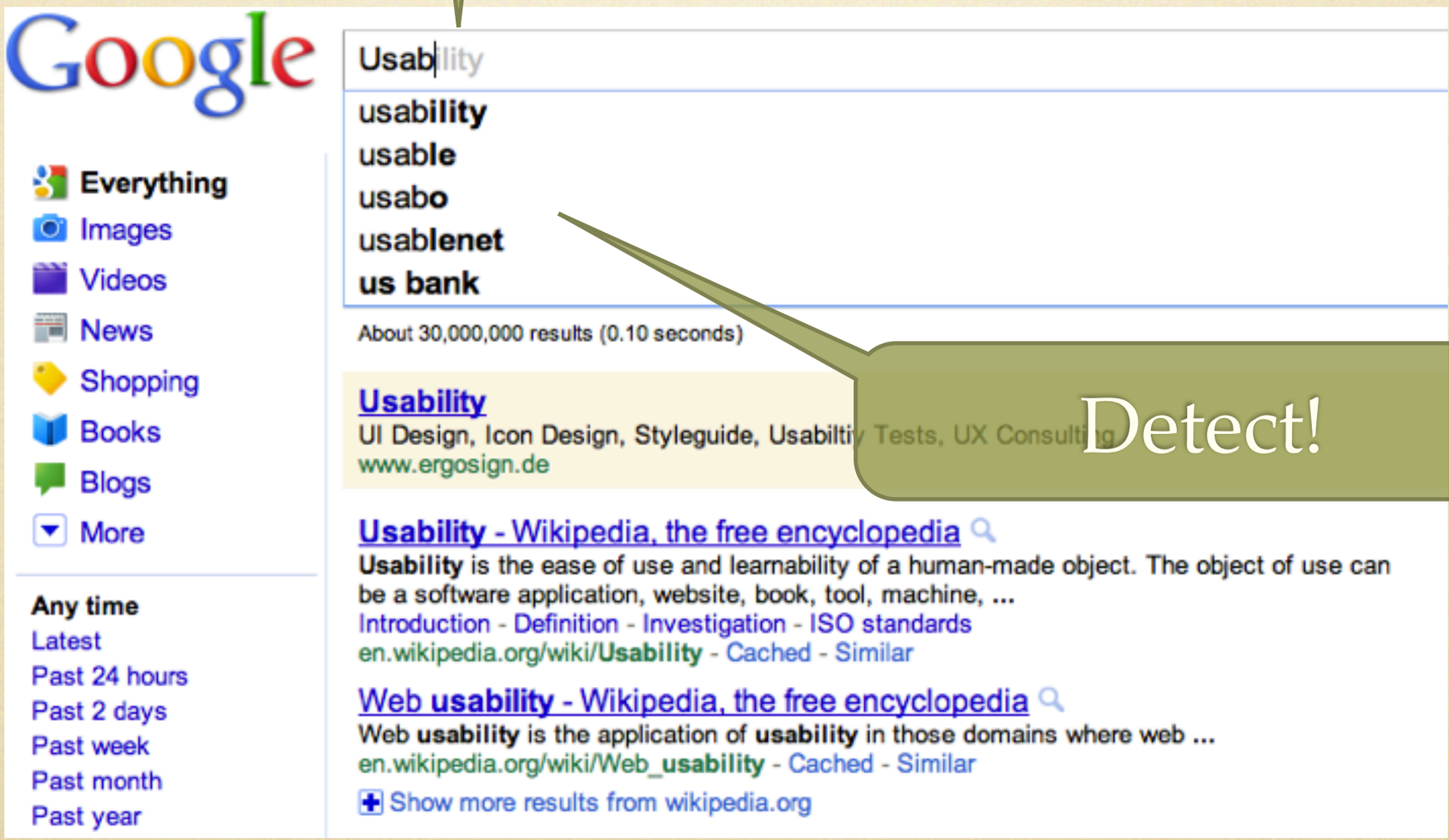


Turn the error into advantage!

Auto-complete + mixed situation

Prevent!

Detect!



Downside of Poka-yoke

- No one will ever realize how clever you were
- Users don't see the errors that **could have** happened.

Conclusion

Don’t tell that the user has done something wrong!
(pop-up, error message, etc...)

Design the system in such way that the user **never** has a change to make a mistake!