

KLP DESIGN SOLUTIONS

KIT POWELL · UX & BEHAVIOURAL PSYCHOLOGY CONSULTANT

DOCUMENT 1 OF 4 · USER INTERFACE

UI Audit Report

A visual design, consistency and accessibility review of the Harbourly booking application, prepared for the design department.

CLIENT

Harbourly Ltd

PROJECT

Harbourly Mobile & Web Redesign

PLATFORMS REVIEWED

iOS 17 app, responsive web

DATE OF ISSUE

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PREPARED BY

Kit Powell

VERSION

1.0 — Final

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This document is designed to be read on its own. Companion documents in this engagement: UX Audit Report, Behavioural Psychology Audit Report, Executive Summary.

Sample report. "Harbourly" is a fictional product created to illustrate the format, structure and depth of a KLP Design Solutions audit. All findings are invented and client screenshots are omitted.

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How findings are prioritised

Every finding in this report carries a priority label derived from a NASA-style criticality assessment. Two questions are asked of each issue: **how often will a user encounter it**, and **how badly does it affect them when they do**. The intersection of those two answers gives the label.

LABEL	MEANING	EXPECTED RESPONSE
 CRITICAL	Frequently encountered and severely damaging. Blocks a task, breaks accessibility law, or actively loses users.	Fix before launch or next release.
 HIGH PRIORITY	Either very frequent with moderate harm, or occasional with serious harm.	Fix within the current cycle.
 MEDIUM PRIORITY	Noticeable degradation of quality or consistency, but users still complete their task.	Schedule into the next two cycles.
 NICE TO HAVE	Refinement. Raises craft and polish; no measurable harm if deferred.	Backlog.

READING THE TWO MATRICES

The NASA criticality matrix answers "how much does this matter to users?" — frequency against severity. **The severity vs effort matrix** answers "what should we do first?" — the same severity plotted against how hard the fix is. Use the first to justify the work and the second to sequence it.

01

Scope and method

This audit covers the Harbourly iOS application (build 4.2.1) and the responsive web application, reviewed between 28 July and 8 August 2026. Fourteen screens were examined across both light and dark themes, at both default and 200% text size.

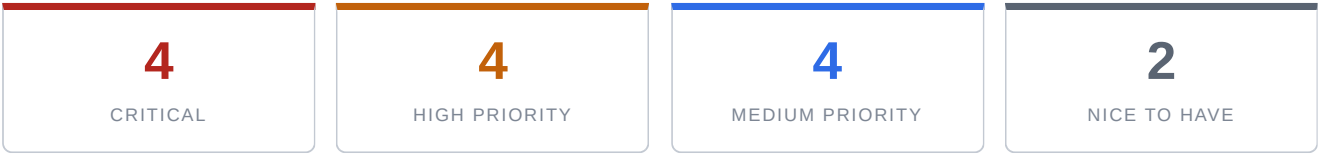
The review was conducted heuristically against established interface design conventions, platform human interface guidelines, and WCAG 2.1 Level AA. Contrast ratios were measured programmatically from exported design tokens and verified against live builds. No usability testing with end users was carried out as part of this document; behavioural observations appear in the companion UX Audit Report.

OUT OF SCOPE

Marketing site, email templates, Android application, and any screen behind the enterprise administration login. Usability, flow and information architecture issues are covered in the companion UX Audit Report. Motivational and trust mechanics are covered in the companion Behavioural Psychology Audit Report.

02

Findings at a glance



The interface is competent and clearly the product of a considered visual direction, but that direction has drifted. Three separate button styles, two type scales and an inconsistently applied spacing system suggest components have been built screen by screen rather than from a shared library. The most serious problems are in dark mode, where contrast falls below the legal accessibility threshold on primary body copy, and in touch target sizing on the booking calendar, where adjacent controls are small enough to cause frequent mis-taps.

03

Visual language overview

Colour palette, contrast, typography, type scale, weights, and icon consistency.

Colour palette

The palette in use extends well beyond the documented brand set. Nine distinct greys appear across the fourteen screens reviewed, where the design system defines four. Three of the nine differ from a documented grey by less than 3% luminance, which is imperceptible to users but doubles the maintenance burden and guarantees future drift.

ROLE	VALUE	ON BACKGROUND	RATIO	VERDICT
Primary text	#1B2532	#FFFFFF	14.8:1	Pass AA & AAA
Secondary text	#8A94A3	#FFFFFF	2.9:1	Fail AA — needs 4.5:1
Primary action	#2E6BE6	#FFFFFF	4.6:1	Pass AA
Destructive action	#E24C4C	#FFFFFF	3.4:1	Fail AA for text use
Disabled state	#C9CFD8	#FFFFFF	1.6:1	Acceptable — exempt as disabled

Typography

Two type scales are in circulation. The marketing-derived scale (14 / 16 / 20 / 28 / 40) appears on onboarding and empty states, while a second, tighter scale (13 / 15 / 17 / 22 / 30) governs the booking flow. The difference is visible when a user moves between the two areas within a single session and reads as a change of product rather than a change of screen.

STYLE	SIZE / WEIGHT	LINE HEIGHT	OBSERVATION
Display	40 / 700	1.1	Consistent. Used correctly and sparingly.
Heading	22 & 28 / 600	1.25	Two competing values for the same semantic level.
Body	15 & 16 / 400	1.4 & 1.5	Inconsistent between flows; 1.4 is tight for long copy.
Caption	13 / 400	1.35	Below the 14px practical floor for secondary text on mobile.

Iconography

Icons are drawn from two sources: a licensed outline set at 1.5px stroke and a small number of custom glyphs at 2px stroke. Placed side by side in the bottom navigation, the custom icons read as heavier and pull attention disproportionately to the two tabs that use them.

UI-01

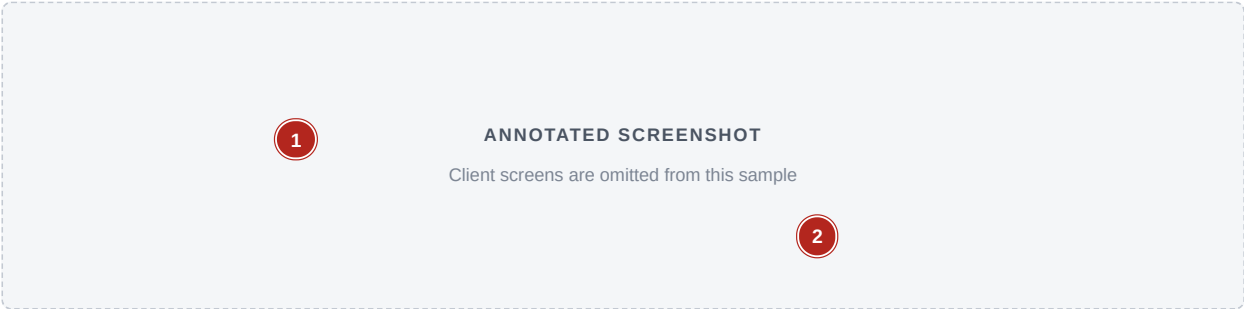
Secondary text colour fails WCAG AA contrast across the entire product

Priority: ● CRITICAL Severity: High Effort: Low Frequency: Every screen Section: Visual language

ISSUE

Secondary and helper text is set in #8A94A3, giving a contrast ratio of 2.9:1 against white. WCAG 2.1 Level AA requires 4.5:1 for text below 18pt. This colour is applied to property descriptions, form helper text, timestamps, and price breakdowns — the places where users go specifically to read detail.

EVIDENCE



- 1 Property description at 2.9:1 — the primary content of the screen.
- 2 "Includes cleaning fee" price qualifier at 2.9:1 — legally material information.

Figure UI-01. Property detail screen, iOS, light mode. Both annotated elements fall below the AA threshold.

WHY IT MATTERS

This is the single most common accessibility failure in commercial products and the easiest to litigate over, because it is objectively measurable. Beyond compliance, low-contrast text measurably slows reading for users over 40 — a substantial share of the holiday rental market — and becomes unreadable outdoors on a phone, which is precisely where a booking app is used.

RECOMMENDED ACTION

Darken secondary text to #5A6472 (7.0:1) as a single token change. This is one variable in the design system and one line in the codebase; it requires no layout changes and no redesign. Verify the token is genuinely centralised — if the value is hard-coded in more than three places, that is a separate finding (see UI-08).

04

Spacing, alignment and layout hierarchy

White space, visual balance, grid adherence, and component-level layout consistency.

The product is built on a nominal 8pt spacing scale, and roughly two thirds of the interface honours it. The remaining third uses arbitrary values — 6, 10, 14 and 18pt all appear — which is characteristic of layouts adjusted by eye in the browser rather than composed from tokens. The visible result is that identical card components sit at different heights on different screens.

OBSERVED SPACING VALUES AGAINST THE 8PT SCALE

CONTEXT	EXPECTED	OBSERVED	NOTE
Card internal padding	16	16 / 14 / 18	Three values for the same component across three screens.
Section gap	32	32	Consistent — working well.
Form field stack	16	10	Fields crowd; labels visually attach to the wrong input.
Screen edge margin	20	20 / 16	Booking flow uses 16, breaking vertical alignment on scroll.

UI-02

Form field spacing causes labels to associate with the wrong input

HIGH PRIORITY

Severity: Medium Effort: Low Frequency: All form screens Section: Spacing & layout

ISSUE

Labels sit 8pt above their field but only 10pt below the preceding field. The gap above the label is almost the same as the gap below it, so the label reads as belonging to the field above rather than the one below.

Principle — proximity (Gestalt). Elements placed closer together are perceived as related. Grouping must be created by relative distance, not absolute distance: the space within a group must be visibly smaller than the space between groups.

EVIDENCE

ANNOTATED SCREENSHOT

Client screens are omitted from this sample

Figure UI-02. Guest details form. Measured gaps: 10pt above label, 8pt below.

WHY IT MATTERS

Ambiguous label association is a leading cause of mis-typed form data. In a booking flow this surfaces as guests entering a phone number into the postcode field, which is recoverable but adds friction at the highest-value point in the journey.

RECOMMENDED ACTION

Set the gap between fields to 24pt and the gap between label and input to 6pt. The 4:1 ratio makes grouping unambiguous without lengthening the form meaningfully.

BEFORE / AFTER

CURRENT

CURRENT STATE

Screenshot omitted from sample

- 10pt between fields, 8pt label to input
- Grouping ambiguous

RECOMMENDED

PROPOSED STATE

Screenshot omitted from sample

- 24pt between fields, 6pt label to input
- Each label unmistakably owns its field

05

Dark mode review

Readability, contrast, accessibility, colour harmony and visual comfort in the dark theme.

CRITERION	ASSESSMENT	OBSERVATION
Body text contrast	Fail	Secondary text at 3.1:1 on #12161C. Below the 4.5:1 AA threshold.
Surface elevation	Partial	Cards and sheets share the same fill, so modal depth is unreadable.
Pure black avoidance	Pass	Background is #12161C, not #000000 — correct, reduces halation on OLED.
Colour desaturation	Fail	Brand blue is used at full light-mode saturation; it vibrates against the dark surface.
Imagery treatment	Partial	Property photos are not dimmed, creating uncomfortable luminance jumps when scrolling at night.
Semantic colour parity	Pass	Error, warning and success hues remain distinguishable.

UI-03

Dark mode is a colour inversion rather than a designed theme

● CRITICAL

Severity: High Effort: Medium Frequency: All dark-mode users Section: Dark mode

ISSUE

Dark mode appears to have been produced by mapping each light token to its inverse rather than by designing a second theme. Saturated brand colours carry over unchanged, elevation is lost because every surface uses one fill, and photography is presented at full brightness against a near-black field.

EVIDENCE

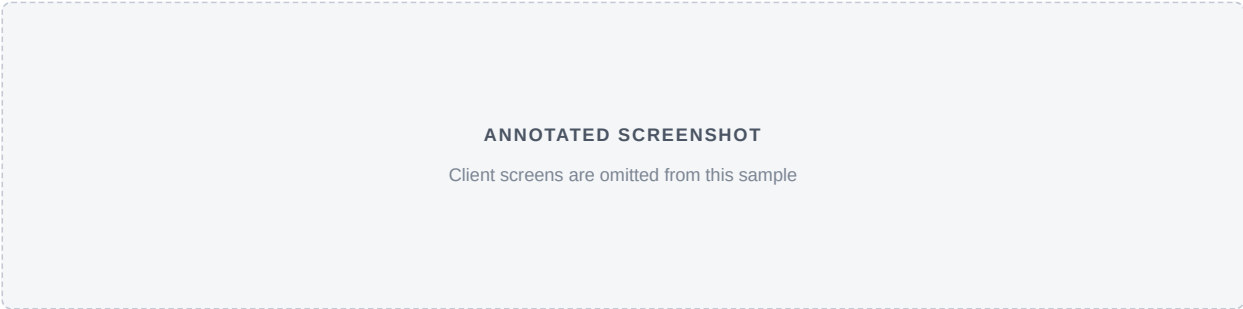


Figure UI-03. Search results, dark mode. Card, sheet and background are indistinguishable.

WHY IT MATTERS

Roughly a third of mobile users run dark mode permanently, and usage of a booking app skews toward evening browsing. A theme that is uncomfortable to read at night is uncomfortable at exactly the moment the product is most used. Saturated colour on dark backgrounds also produces chromatic aberration for a meaningful minority of users, experienced as text that appears to shimmer.

RECOMMENDED ACTION

Introduce a five-step elevation ramp (#12161C, #171C24, #1D232D, #232A35, #2A323E) and desaturate brand colours by 15–20% for the dark theme. Apply a 6% dark overlay to photography in dark mode. This is a token-level change, not a redesign — the layout does not move.

Light mode review

Same criteria as dark mode, plus consistency of behaviour and hierarchy between the two themes.

CRITERION	ASSESSMENT	OBSERVATION
Body text contrast	Fail	Secondary text at 2.9:1 (see UI-01).
Surface elevation	Pass	Shadow ramp is clear and consistently applied.
Glare and comfort	Partial	Large pure-white fields with no tonal relief on long list screens.
Cross-theme parity	Fail	Price emphasis is bold in light mode but coloured in dark mode — hierarchy changes with theme.
Semantic colour parity	Pass	Consistent across themes.

UI-04

Visual hierarchy changes between light and dark themes

● MEDIUM PRIORITY

Severity: Medium Effort: Low Frequency: Theme switchers Section: Light mode

ISSUE

The nightly price is emphasised with weight in light mode and with colour in dark mode. A user who switches themes sees a different element leading the card.

EVIDENCE

ANNOTATED SCREENSHOT

Client screens are omitted from this sample

Figure UI-04. Property card in both themes.

WHY IT MATTERS

Hierarchy is a promise about what matters. When it moves with the theme, users have to re-learn the card, and the design system loses its single source of truth for emphasis.

RECOMMENDED ACTION

Define emphasis semantically (weight 600 plus primary text colour) and let the theme resolve the colour value. Emphasis should never be theme-dependent.

07

Buttons and interactive elements

Size, tap targets, positioning, hierarchy, labelling, and completeness of all interaction states.

INTERACTION STATE COVERAGE

COMPONENT	DEFAULT	HOVER	PRESSED	FOCUS	DISABLED	LOADING
Primary button	✓	✓	✓	✗	✓	✓
Secondary button	✓	✓	✗	✗	✓	✗
Text link button	✓	✓	✗	✗	n/a	✗
Date cell (calendar)	✓	✗	✓	✗	✓	n/a
Icon button	✓	✓	✗	✗	✓	n/a

Note. Missing focus states are a WCAG 2.4.7 failure, not a polish issue — keyboard and switch-control users cannot see where they are.

UI-05

Calendar date cells are below the minimum touch target size

● CRITICAL

Severity: High Effort: Medium Frequency: Every booking Section: Interactive elements

ISSUE

Date cells measure 32 × 32pt with 2pt gaps. Apple's Human Interface Guidelines specify 44 × 44pt minimum; WCAG 2.1 Level AAA specifies 44 × 44 CSS pixels (2.5.5) and the AA-level 2.5.8 in WCAG 2.2 specifies 24 × 24. Adjacent cells sit 34pt apart centre to centre, well inside the average adult fingertip contact area.

EVIDENCE

ANNOTATED SCREENSHOT

Client screens **1** omitted from this sample

1 32pt cell with 2pt gutter — 34pt effective target.

Figure UI-05. Date selection, iOS. Overlay shows the 44pt guideline against the actual target.

WHY IT MATTERS

Selecting the wrong date is not merely annoying; in a booking flow it produces a wrong-date reservation, a support contact, and a possible refund. This is the highest-cost mis-tap in the product, and it sits on the screen every single customer must pass through.

RECOMMENDED ACTION

Increase the cell hit area to 44 × 44pt while keeping the visual circle at 36pt — the target can be larger than the graphic. Where horizontal space does not allow seven 44pt cells, reduce the calendar's outer margin before reducing the cell.

BEFORE / AFTER

CURRENT

CURRENT STATE

Screenshot omitted from sample

- 32pt visual, 32pt target
- Mis-tap on adjacent dates

RECOMMENDED

PROPOSED STATE

Screenshot omitted from sample

- 36pt visual, 44pt target
- Meets HIG and WCAG 2.5.5

UI-06

No visible focus indicator on any interactive component

HIGH PRIORITY

Severity: High Effort: Low Frequency: All keyboard users Section: Interactive elements

ISSUE

The default browser focus ring has been suppressed globally (outline: none) and no replacement has been provided. Tabbing through the web application gives no indication of position.

EVIDENCE

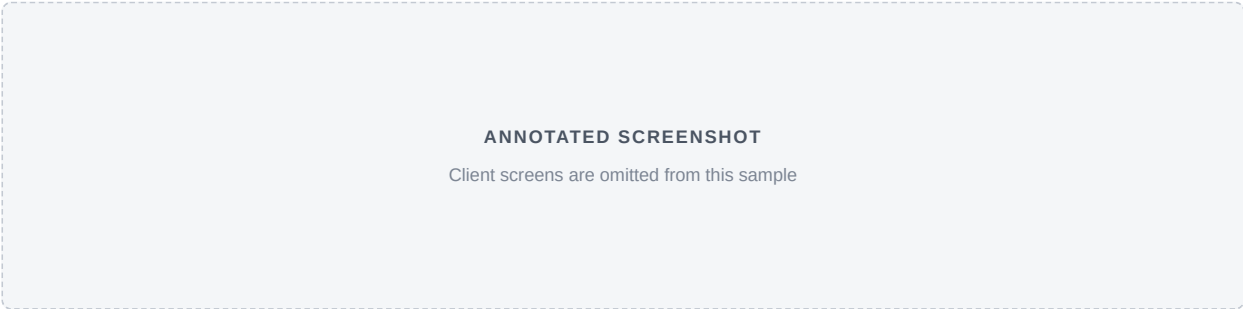


Figure UI-06. Fourth tab stop on the checkout form — no visible indicator.

WHY IT MATTERS

This is an outright failure of WCAG 2.4.7 Focus Visible, a Level AA criterion. It makes the product unusable by keyboard, switch control and many screen magnifier users, and it is the first thing an accessibility auditor or procurement team will test.

RECOMMENDED ACTION

Add a 2px focus ring in brand blue with a 2px white offset, applied via `:focus-visible` so it appears for keyboard users without adding a ring on mouse click. One global rule resolves this across the product.

Design consistency audit

Button styles, spacing, icon styles, corner radii, shadows, typography and component-level divergence.

ATTRIBUTE	VARIANTS FOUND	SHOULD BE	WHERE THEY DIVERGE
Corner radius	5	2	4, 6, 8, 12 and 16pt across cards, buttons, inputs, sheets, images.
Primary button style	3	1	Filled, filled-with-shadow, and gradient (legacy onboarding).
Shadow	4	3	Two near-identical card shadows differing by 1px blur.
Icon stroke	2	1	1.5px licensed set vs 2px custom glyphs in the tab bar.
Type scale	2	1	Marketing scale on onboarding, product scale in booking.
Loading indicator	3	1	Spinner, skeleton and progress bar used interchangeably.

UI-07

Three primary button styles coexist, weakening the meaning of the primary action

● HIGH PRIORITY

Severity: Medium Effort: Medium Frequency: Most screens Section: Consistency

ISSUE

Three visually distinct treatments are all used for the single most important action on their respective screens. On two screens, two of the three appear together, so neither reads as dominant.

Principle — consistency and standards (Nielsen heuristic 4). Users should not have to wonder whether different words, situations or actions mean the same thing. Visual variation without semantic difference forces re-evaluation on every screen.

EVIDENCE

ANNOTATED SCREENSHOT

Client screens are omitted from this sample

Figure UI-07. Primary button treatments, left to right: booking flow, account settings, onboarding.

WHY IT MATTERS

The primary button is the product's most valuable piece of visual vocabulary. If three treatments mean "primary", none of them does, and the user's eye has to resolve the hierarchy consciously on each new screen — a small tax paid on every step of the funnel.

RECOMMENDED ACTION

Retire the gradient and shadow variants. Standardise on the flat filled treatment, define exactly one primary per screen as a design rule, and enforce it in the component library so a second primary is not possible to compose.

UI-08

Design tokens are not the source of truth — values are hard-coded in components

● HIGH PRIORITY

Severity: Medium

Effort: High

Frequency: Systemic

Section: Consistency

ISSUE

Colour and spacing values appear literally inside component definitions rather than referencing tokens. This is the root cause of most findings in this section: drift is not a discipline problem, it is a structural one.

WHY IT MATTERS

Every fix in this report is cheap if tokens are authoritative and expensive if they are not. Resolving this makes the rest of the backlog roughly an order of magnitude faster to clear, and it is the only finding here that pays for itself twice.

RECOMMENDED ACTION

Audit for literal hex and pt values, replace with token references, and add a lint rule rejecting literals in component files. Treat this as enabling work scheduled ahead of the other consistency fixes.

Accessibility compliance summary

A WCAG 2.1 Level AA snapshot against the criteria most relevant to this product. Directly relevant to regulated sectors, public-sector procurement, and international scaling.

REF	CRITERION	STATUS	EVIDENCE / NOTE
1.1.1	Non-text content	Partial	Property images have alt text; icon buttons do not.
1.3.1	Info and relationships	Partial	Headings are styled divs on three screens; not exposed semantically.
1.4.1	Use of colour	Fail	Availability is signalled by colour alone in the calendar. See UI-09.
1.4.3	Contrast (minimum)	Fail	Secondary text at 2.9:1 light / 3.1:1 dark. See UI-01, UI-03.
1.4.4	Resize text	Partial	Layout holds to 150%; price row truncates at 200%.
1.4.10	Reflow	Pass	No horizontal scroll at 320 CSS px.
1.4.11	Non-text contrast	Fail	Input borders at 1.9:1; requires 3:1.
2.1.1	Keyboard	Partial	Date picker is not operable by keyboard.
2.4.7	Focus visible	Fail	Focus indicator globally suppressed. See UI-06.
2.5.5	Target size (AAA)	Fail	Calendar cells at 32pt. See UI-05.
3.3.1	Error identification	Pass	Errors are described in text.
3.3.2	Labels or instructions	Partial	Two fields use placeholder text as the only label.
4.1.2	Name, role, value	Partial	Custom toggle exposes no role to assistive technology.

COMPLIANCE POSITION

The product does not currently meet WCAG 2.1 Level AA. Five criteria fail outright and six pass only partially. None of the failures is structurally difficult: four of the five are token or CSS-level changes achievable within a single sprint. This matters commercially as well as ethically — AA conformance is a procurement requirement across UK public sector, the EU Accessibility Act applies to consumer booking services from June 2025, and accessibility statements are increasingly requested during enterprise sales.

UI-09

Calendar availability is communicated by colour alone

● CRITICAL

Severity: High Effort: Low Frequency: Every booking Section: Accessibility

ISSUE

Available dates are green and unavailable dates are grey-red, with no difference in shape, weight, label or strikethrough. Users with deuteranopia or protanopia — around 8% of men — see two nearly identical cells.

EVIDENCE

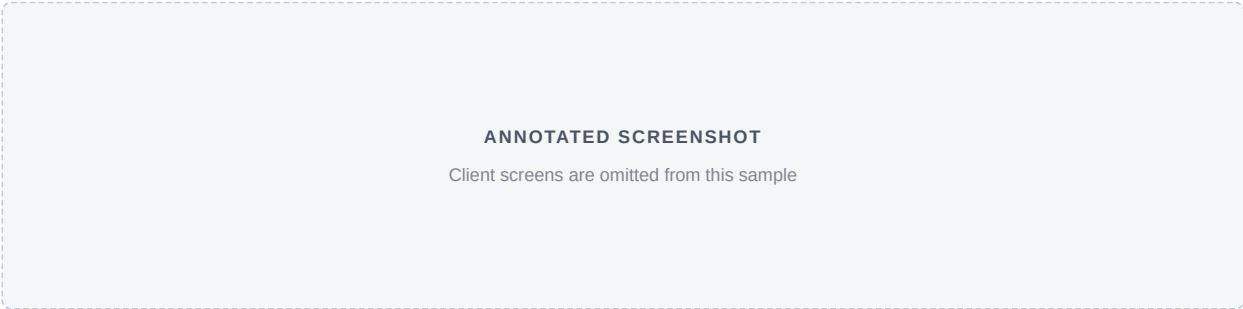


Figure UI-09. Availability calendar, unmodified and simulated.

WHY IT MATTERS

A user who cannot distinguish available from unavailable will repeatedly tap dead dates, conclude the app is broken, and leave. This fails WCAG 1.4.1, and unlike a contrast issue it produces an immediate, visible task failure.

RECOMMENDED ACTION

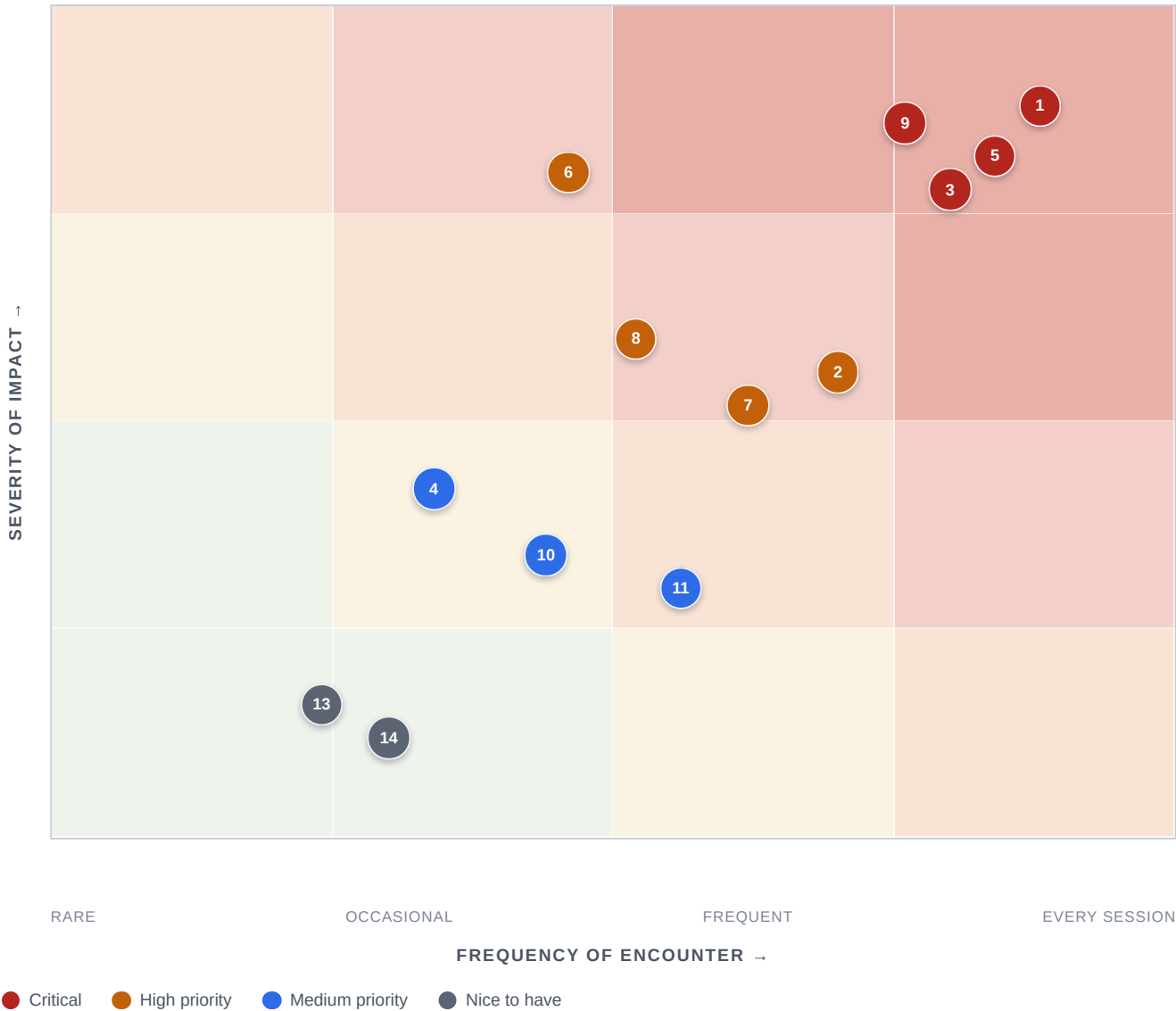
Add a non-colour cue: strike through unavailable dates and reduce their weight, keeping colour as reinforcement rather than as the signal. Announce state to assistive technology via aria-disabled.

BEFORE / AFTER

CURRENT	RECOMMENDED
CURRENT STATE Screenshot omitted from sample • Colour is the only signal • Indistinguishable under simulation	PROPOSED STATE Screenshot omitted from sample • Strikethrough plus reduced weight • Legible without colour perception

NASA criticality matrix

Every UI finding plotted by how often a user encounters it against how severely it affects them. Position determines the priority label.



PLOT KEY

- | | |
|---|--|
| UI-01 Secondary text fails AA contrast | UI-08 Tokens not authoritative |
| UI-02 Form label association ambiguous | UI-09 Availability signalled by colour alone |
| UI-03 Dark mode is an inversion, not a theme | UI-10 Five corner radius values in use |
| UI-04 Hierarchy changes between themes | UI-11 Mixed icon stroke weights |
| UI-05 Calendar targets below 44pt | UI-13 Two near-identical card shadows |
| UI-06 No visible focus indicator | UI-14 Loading indicators used interchangeably |
| UI-07 Three primary button styles | |

Severity vs effort matrix

The same findings plotted against how hard each is to fix. This is the sequencing view for developers and product managers.



WHAT THIS SAYS ABOUT SEQUENCING

Four of the most severe findings — UI-01, UI-06, UI-09 and UI-02 — sit in the low-effort half of the matrix. A single focused sprint clears the majority of the accessibility exposure. UI-08 (design tokens) sits in "plan properly" but should be scheduled first regardless, because it reduces the cost of everything to its left.

Before / after comparison panels

Current state against recommended improvement for the changes with the largest visible effect.

UI-01 · Secondary text contrast

CURRENT	RECOMMENDED
SCREENSHOT – CURRENT Screenshot omitted from sample • #8A94A3 · 2.9:1 · fails AA • Description text recedes into the background	MOCKUP – RECOMMENDED Screenshot omitted from sample • #5A6472 · 7.0:1 · passes AA and AAA • Hierarchy preserved, legibility restored

UI-03 · Dark mode elevation ramp

CURRENT	RECOMMENDED
SCREENSHOT – CURRENT Screenshot omitted from sample • Single surface fill; modal depth invisible • Full-saturation brand blue vibrates	MOCKUP – RECOMMENDED Screenshot omitted from sample • Five-step elevation ramp • Brand colours desaturated 18% for dark theme

UI-07 · Single primary button treatment

CURRENT	RECOMMENDED
SCREENSHOT – CURRENT Screenshot omitted from sample • Two primary-weight buttons on one screen • No dominant action	MOCKUP – RECOMMENDED Screenshot omitted from sample • One primary, one secondary • Intended action is unambiguous

Prioritised findings list

Every finding in this report, ordered by priority. Full detail for each appears in the section named.

ID	FINDING	PRIORITY	EFFORT	SECTION
UI-01	Secondary text fails WCAG AA contrast product-wide	● CRITICAL	Low	Visual language
UI-05	Calendar date cells below minimum touch target	● CRITICAL	Medium	Interactive elements
UI-09	Availability communicated by colour alone	● CRITICAL	Low	Accessibility
UI-03	Dark mode is an inversion rather than a theme	● CRITICAL	Medium	Dark mode
UI-06	No visible focus indicator anywhere	● HIGH PRIORITY	Low	Interactive elements
UI-02	Form label association ambiguous	● HIGH PRIORITY	Low	Spacing & layout
UI-07	Three competing primary button styles	● HIGH PRIORITY	Medium	Consistency
UI-08	Design tokens not authoritative	● HIGH PRIORITY	High	Consistency
UI-04	Visual hierarchy changes between themes	● MEDIUM PRIORITY	Low	Light mode
UI-10	Five corner radius values in circulation	● MEDIUM PRIORITY	Low	Consistency
UI-11	Mixed icon stroke weights in the tab bar	● MEDIUM PRIORITY	Medium	Visual language
UI-12	Two type scales across product areas	● MEDIUM PRIORITY	Medium	Visual language
UI-13	Two near-identical card shadows	● NICE TO HAVE	Low	Consistency
UI-14	Loading indicators used interchangeably	● NICE TO HAVE	Medium	Consistency

Quick wins

Highest impact for least effort. If only one sprint is available, this is the sprint.

01	Darken the secondary text token — UI-01	~1 hour Critical
02	Add a global focus-visible ring — UI-06	~2 hours High
03	Add a non-colour cue to unavailable dates — UI-09	~3 hours Critical
04	Correct form field and label spacing — UI-02	~2 hours High
05	Consolidate corner radii to two values — UI-10	~half day Medium

SUGGESTED FIRST SPRINT

Items 1 to 4 above total under a day of engineering time and clear three of the four Critical findings plus one High. Schedule the design token consolidation (UI-08) alongside them as enabling work so that the remaining consistency findings become single-line changes rather than component-by-component edits.

Prepared by Kit Powell · KLP Design Solutions · kitpowell.com
Companion documents in this engagement: UX Audit Report, Behavioural Psychology Audit Report, Executive Summary.