What Data Quality taught me about UX

A note about trust, consistency and design.

1. Trust is invisible — until it breaks

In data, a number can look correct and still lead to a poor decision when it is incomplete, outdated or out of context. UX works the same way: an interface can look polished and still fail when the system does not explain what happened or what to do next.

2. Consistency reduces mental work

In Data Quality, the same concept should behave consistently across sources. In design, patterns do the same thing: they help people recognize instead of relearn.

3. Edge cases are part of the product

Exceptions are not noise. They often reveal unclear rules, invisible assumptions or contexts the happy path forgot.

4. Measurement matters when it changes a decision

A dashboard is not valuable because it has many metrics; a test is not valuable because it has many participants. The useful question is what decision becomes better because of the evidence.

Takeaway: reliable systems and clear experiences share the same foundation — consistency, context and visible feedback.