



USABILITY TESTING

DISPOSABLE HIGH-TEA PLATE

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PRODUCT PROFILE

- It's a disposable plate for High-Tea functions at formal meetings, conferences, office environment etc.
- Users are mostly between 22-60 years
- Most of them would be office workers
- It is a premium product



GOALS

GOALS IDENTIFIED

By using Usability Goal Setting Tool

1. Should be ergonomic
2. Should have a place to hold cup, keep spoon
3. Easy to use
4. Stackable for easy storage and transport
5. Mass manufacturable



HEURISTIC evaluation

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1. Plate is unbalanced
2. Miscommunication on how to use
3. Way too much space for spoon
4. Not proper space for thumb
5. Visually confusing
6. Way too big for a hi-tea plate
7. Wastage of materials
8. Wastage of space
9. Not too comfortable to hold
10. Can't hold for longer times
11. Polypropylene recycling is costly
12. Unstacking is difficult
13. Plate cost would be too much
14. Health concerns
15. It looks like a toilet seat



16. Lack of flexibility of use
17. No visual cue about where to put the spoon
18. Proper gripping is not possible
19. It will be difficult for people to get where to put what first time and most people would hold it incorrectly because of previous experiences
20. Difficult to pull out spoon when in use
21. Lack of colours



FINDINGS



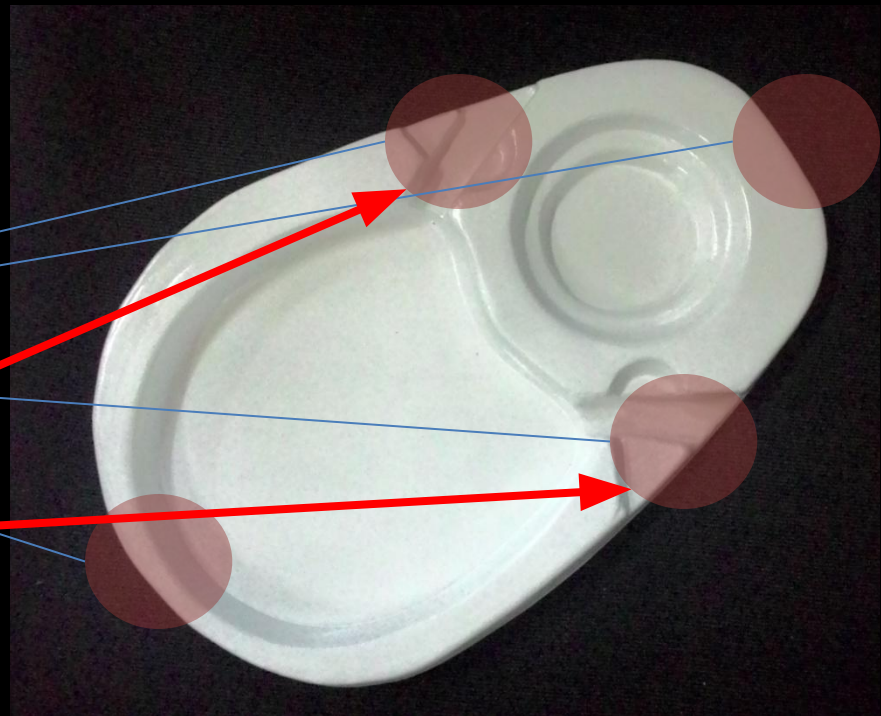
#1

ERGONOMICS

different comfortable position for different people

Positions people hold the plate because of previous experience

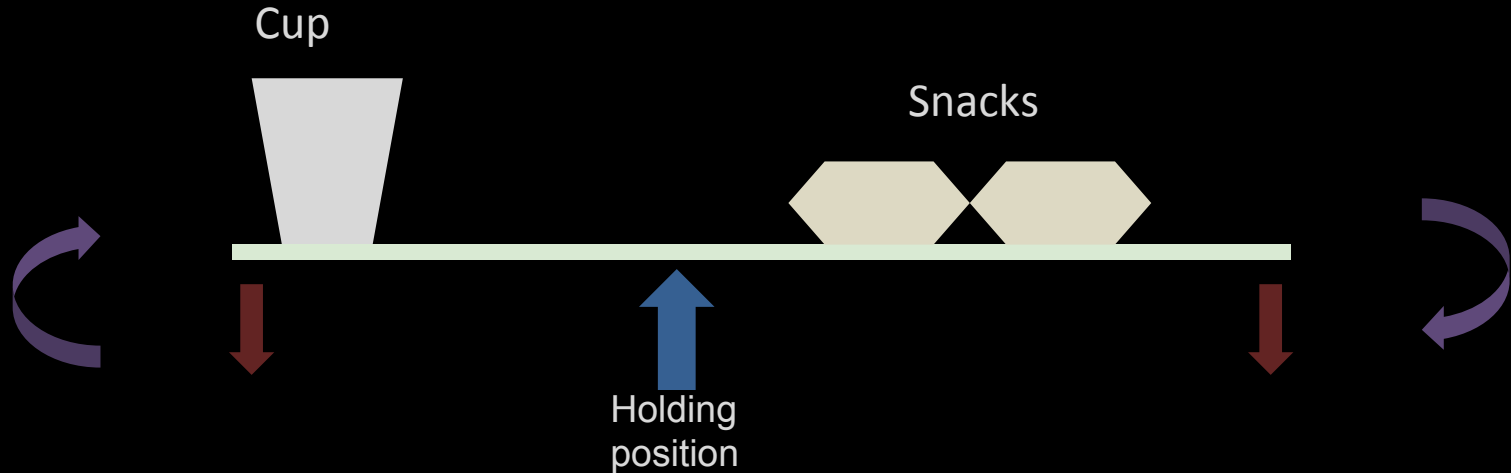
Intended positions for holding



#2

STABILITY

The balance of the plate is unstable when the tea cup is empty i.e difference in weight



#3

FLEXIBILITY and efficiency of use

#4

THE AESTHETIC
APPEAL OF THE
PRODUCT



#5

VISUALLY CONFUSING

this part of the plate is such that its visually confusing as people tend to mix spoon space and thumb space

The position for spoon in the plate to be modified

No clear visual cue where to put the spoon



#6

wastage of materials

there is lot of wastage of materials which could be reduced



#7

CONSISTENCY OF THE PRODUCT
WITH OTHER PRODUCTS, OLDER
METHODS / PAST HABITS OF USERS

#8

DIFFICULT TO GRIP

Because of the edginess and small area for thumb it's a little difficult to grip properly

One cannot hold it for long hours





USER PROFILES

#1

Occupation: Asst. Professor
Age: 25-30
Gender : Female
Education: PhD



#2

Occupation: Student
Age: 23-25
Gender : Female
Education: Graduate



MeTHOD USEd: THINK ALOUD TEST

- Users were given the plate and told to eat their snack on it and tell whatever comes to their mind.

HOW THEY reacted?

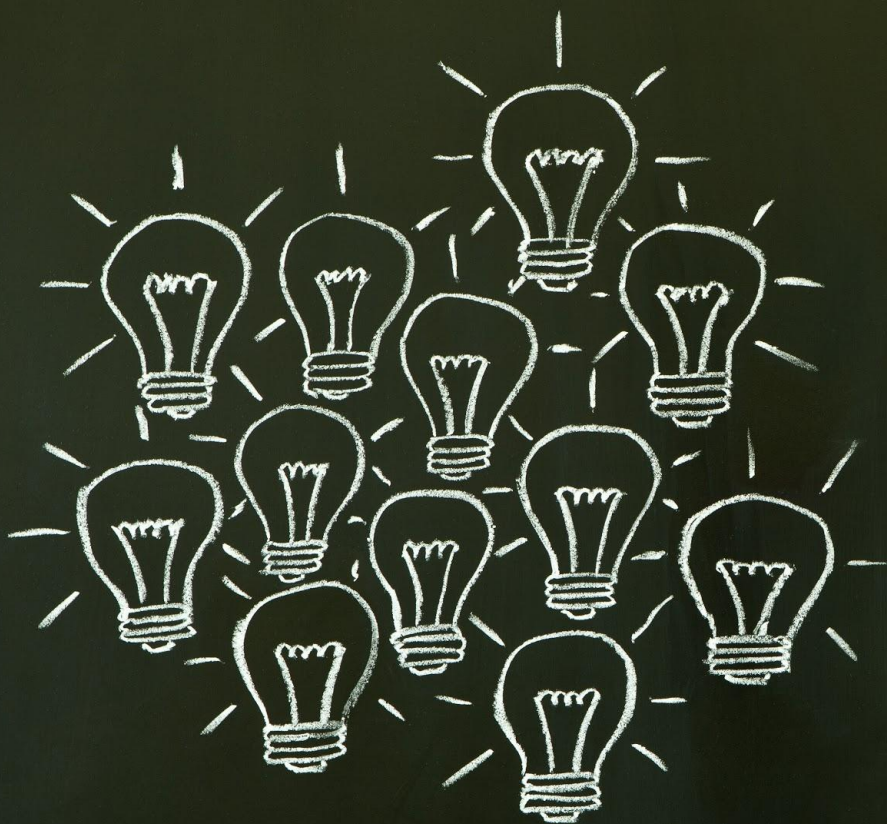


- Confusing design-groves are ambiguous, and visually not clear how they are supposed to be used
- Not balanced
- Not enough support at the base
- Natural tendency is to hold from a side
- Groves at the corners would be better

HOW THEY REACTED?



- Confusing how to hold
- Not properly balancing
- Don't know why two steps are given.
- May be because of small hands it's difficult to hold
- Doesn't look nice
- Better than the round plates



results

WHAT WE FOUND FROM USER TESTING..

- The plate's form is not appealing
- How to use it does not apparently becomes clear to the users
- The plate is not properly balanced taking into account the weight of the food
- There are not clear visual cues to tell where the thumb goes and where the spoon goes.
- Users did feel it's an improvement over the round ones.



THANK YOU