

A home interview tested in the Good Design Playbook, a study on inclusive design tested by APF France Handicap and the group SEB.

## HOME MAINTENANCE GUIDE

### Objectives:

- Collect information on everyday uses, on three areas of the house : cooking, taking care of yourself, maintaining the house .
- Identify gaps, blocking points, part of help and autonomy, tips, desires and imaginations.

### Tips:

Keep questions open to let the participant talk about what they want first. If need to clarify a point, guide the question in the second intervention. The question is a pretext for opening a discussion, not just asking the questions one after the other, but rather digging into the answers and initiating an exchange on each theme addressed by the question.

The list of questions and to be detailed as needed.

### 1. INTRODUCTION (1 5 min)

#### Objectives:

- Reassure the participant
- Present and explain to the participant the context, the process and the objective.

## INTRODUCTION

### Introduce yourself:

Hello, my name is [first and last name] , I am [profession] at [organization] . In addition to this, you need to know more about it.

Hello, my name is Kenza Drancourt, I am a designer at the SEB group. I work with Colin Lemaître, project coordinator at APF France Handicap.

### Present the project:

We are working on [project subject] for [project objective].

We are developing a project between APF France Handicap and SEB to make everyday products accessible to everyone.

### Detail the context of the project:

Working on [subject of the project] concerns [themes addressed] .

SEB concerns several brands that you probably already know : Téfal , Moulinex, Calor , Rowenta...

It concerns all small appliances in the house and utensils for cooking (stove, coffee maker), to take care of yourself (hair dryer, electric shaver) or to maintain the house (iron, vacuum cleaner).

**Present the stages of the project:**

This interview is our first interview. The next steps are [next project steps] .

This is our first interview, especially to meet and discuss.

Then, if you are interested in participating in the project, we can plan other sessions together during the year. We have planned 5 sessions spread over the year, interviews, user tests to test products or co-creation sessions with you and our designers to find solutions together.

You should know that if you want to participate it will be as a volunteer.

We will discuss all this at the end of the interview, if you are interested, but let's start with the interview.

**Present the objective of this session:**

The purpose of this interview is [objective].

The purpose of this interview is to understand your habits, your customs and collect your personal opinion, your needs, your desires to improve the design of everyday products and it's so you get convenient & pleasant .

In addition to this, you need to know more about it.

**Present the course of the session:**

The interview will follow these themes: [themes addressed and examples of questions].

The interview will follow several themes. First, I'm going to ask you questions about your habits (daily cooking for example, how you take care of yourself in the morning or how you maintain your home at certain times of the week). Then I will ask you questions about your moments of sharing, of conviviality, when you receive family or friends. Then we tighten on questions on more specific uses (the preparation steps meals in stages, the products you use, and you do not use, and why etc.)

**Reassure the participant:**

Stay as you are, we are not looking for [an expert on the subject], what interests us is [personal feelings] .

We are not looking for cooking experts or household fans. It's really your way of living and experiencing these uses of everyday life that interest us. So, if you're microwave fanatic or don't vacuum this isn't a problem at all. It is precisely what interests us to know what you do, what you delegate and why. Your opinion, whether positive or negative, will help improve the daily uses, the art makes it smoother, more enjoyable and correct the complicated points.

**Ask permission to capture audio, video, to take pictures:**

We are using this [capture media] for [lens].

If we use [media] of this interview, you will be notified s and we will ask again your agreement to the selected part. You have every right not to want this interview to be [filmed, recorded, photographed] and that's not a problem at all.

Do you agree or do you not agree that this interview be [filmed, recorded, photographed]?

We film the entire interview, especially to keep traces of the interviews. C 'is important for us to archive your testimony in order to return to important points, if necessary. It is also possible that we integrate a few second of your testimony to make a video or that we collect some of your words in writing or in audio, to share this project within a year. If so, you will be notified of the selected sequence you appear in and you can tell us if you agree or let us share it.

⇒ Have the image rights authorization form signed more calmly at the end of the session

## 2. QUESTIONS ON USER PROFILE (3-5 min)

### a. Person profile (5 min)

#### Objectives :

- Understand the participant's situation.

- Name :
  - First name :
  - Address :
  - Number of phone :
  - Male / Female :
  - Age :
  - Business :
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- Autonomy : family help / auxiliary ?
  - Home situation: personal home / medical establishment?
  - Family situation: lives with who / lived with whom?
  - Type of handicap: to be requested now or during the interview, depending on the exchange.
- Ask for explanations on what this handicap means, in order to fully understand the effects on daily life and changes in lifestyle. Is the disability acquired or innate, for example ?

### b. Culinary profile (15 min)

#### Objectives :

- Understand the culinary profile of the participant, his relationship to cooking, his desires, his habits ...

- Cooking for pleasure or necessity:
- How he learned:
- How often does he cook:
- How much time spent cooking on weekdays, weekends , at noon, in the evening :
- Description of the type of cuisine produced (exotic, traditional, healthy, efficient, etc.):
- Preferred type of cuisine / Why:
- Type of cuisine hated / Why:
- Ingredients he loves to prepare, cook / Why:
- Ingredients he hates preparing, cooking / Why:
- Favorite recipes :

### **c. Profile " self care " (8 min)**

#### **Objectives :**

- Understand the participant's profile on their relationship to well-being and care, their desires, their habits, etc.
- Do you have a ritual to take care of yourself when you wake up, when you get ready? (Shaving, drying your hair ... ) :
- What practices exactly?  
(If shaves r, s e dry hair, s e smooth r hair, s e mows re hair):
- What is the share of help / autonomy:
- Recurrence (several times a week, once a week, less):
- Time spent:
- Motivation first? (Pleasure / necessity):
- Is it a reassuring / not reassuring moment, why?
- Is it a pleasant / unpleasant time, why?
- Fluid use, not practical ?

### **d. Profile " maintenance of the house " (8 min)**

## **Objectives :**

- Understand the participant's profile on his relationship to the upkeep of his house, his desires, his habits ...
- Home maintenance alone, helped, delegated?
- What is the share of help / autonomy:
- Recurrence (several times a week, once a week, less):
- Repetition (random depending on time, desire, need or a specific repetitive day):
- What is the motivation to maintain his house?  
(P our self before the weekend? After the weekend? To entertain friends?):
- Time spent:
- Motivation: Pleasure / necessity:
- Is it a reassuring / not reassuring moment?
- Is it a pleasant / unpleasant time?
- Fluid use, not practical?

## **3. QUESTIONS ABOUT AN / THE TIME S LIFE PARTICULAR S**

( 15 min)

### **Objectives :**

- Understand the motivations, the desired experiences, the way of life, the habits of the participant on the pretext of a moment of life to tell

#### **e. Share, conviviality**

- Does it happen that you receive from family / of friends at home ?
- If so, what is the frequency  
(Once a week, once a month, for birthdays, Christmas) :
- Telling the last moment of convivial cooking  
( Evening raclette, Christmas, b runch, dinner house , has SRP itive) :
- What was the share of help / autonomy :
- What dish or type of cooking do you make when you entertain at home ?
- What dish would you like to make with your loved ones ?
- Envy, interest, like convivial cooking or no particular interest ?

#### 4. QUESTIONS ABOUT HABITS (45 min)

##### **Objectives :**

- Understand the habits, lifestyle, needs of the participant and what he feels

##### **f. Culinary habits (15 min)**

- Who do you eat with (alone, as a family, as a couple, with roommates, with parents):
- Who prepares the meal (you, you and a relative, a relative only):
  
- What do you usually cook  
(Reheated dishes, pasta, quiches, stews, pastries, tea, coffee ...):
- Fluid use, not practical?
  
- What is the share of help / autonomy:
  
- What is the longest cooking moment to accomplish:
- Why:
  
- What is the most efficient cooking moment to accomplish:
- Why:
  
- What is the most enjoyable, enjoyable cooking moment to accomplish:
- Why:
  
- What is the least reassuring cooking moment (cook in a pan, take the slice out of the toaster, cut with a knife, etc.)
- Why:

##### **g. The desires of the day ( 8 min)**

- Is the morning rather quiet and relaxing or quick and efficient?
- Time spent in the kitchen:
- Time spent in the bathroom:
  
- At noon are you at home / at work?
- Meal preparation or prepared meals?
- Time spent at lunch:
  
- The evening is rather relaxed, I take my time / tired, I no longer make efforts / outings:
- Friendly dinner / alone:
- Time spent in the kitchen:
- Time spent at dinner:

#### **h. Store, wash (5 min)**

- Use of storage boxes: always / little
- Fluid use, not practical?
  
- Hand cleaning / dishwasher
- Fluid use, not practical ?

#### **i. Precise use via objects (15 min)**

- Cook in a pan:
- Fluid use, not practical?
  
- Peel:
- Fluid use, not practical?
  
- Coffee maker, teapot, kettle?
- Fluid use, not practical?
  
- Robot mixer, blender?
- Fluid use, not practical?
  
- Make a cake: measure out a quantity
- Fluid use, not practical?
  
- Toaster:
- Fluid use, not practical?
  
- Pressure cooker:
- Fluid use, not practical?
  
- Colander:
- Fluid use, not practical?

#### **Introduce the object catalog** (Good Design Playbook tool)

- Other products, uses to be discussed?

### **5. CONCLUDE AND INVITE FOLLOWING (10 min)**

#### **Summarize the information**

So I noticed that you don't particularly like to cook. What you are looking for is to keep things simple and efficient. Kitchen is above all a necessity. And where you think you are wasting time, it is mainly to peel, etc. Does this information correspond to you?

⇒ Add the information that the participant wants to change without ever erasing the initial information. All this information will be valuable for analysis, even information that seems at this level to be paradoxical.

### **Topics to add**

Do you have things you would like to share?

Things that we have not mentioned or things that we have not detailed enough?

⇒ Continue to exchange it and add information if necessary

### **Request for improvements**

Thank you very much for this interview, we are done.

How did you feel about the session, are you going, is the rhythm good or to be reviewed, does it suit you like that?

⇒ Note the things to improve for the next interviews

### **Invitation to next steps**

Do you want to participate in the following steps?

Detail the steps.

If so, give leave contact details and give a return date to invite further.

### **Introduce the logbook** (tool from the Good Design Playbook)

I am giving you a logbook so that you can jot down things that you will think about these next days that we would not have mentioned in this interview. You can fill it out and give it to me the next time we meet.

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