**PRODUCT JOURNEY PROMPT CHART**

consists of Environment, Materials, User Interaction, and User Profile

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| **Environment**   1. How might the environment affect the product? 2. How might the product affect the environment? | Atmospheric conditions | Attitude/ pressure |
| Humidity |
| Gas composition |
| Pollution |
| Air temperature |
| Acoustics | Noise |
| Vibrations |
| Power supply type | Mains frequency |
| Plug type |
| Accessibility to live parts |
| Mains voltage & current |
| Radiation | Electromagnetic fields (EMI) |
| Sunlight (UV) |
| Visible light |
| Thermal radiation (infrared) |
| Operation environments | Building type |
| Country regulations |
| Indoor or outdoor |
| Contact surfaces | Dry/ damp |
| Slippery/ grippy |
| Smooth/ bumpy |
| Hard/ soft |
| Abrasive surface |
| Contact temperature |
| Transportation environment | Temperature |
| Humidity |
| Attitude/ pressure |
| Storage environment | Temperature |
| Humidity |
| Attitude/ pressure |
| **Materials**   1. What materials might come into contact with the product? 2. What materials can the product emit? | Intended Interactions | User interface e.g. buttons |
| Pick and place |
| Fastening |
| Cleaning product |
| Product maintenance |
| Material subjects | Animals |
| Human |
| Food |
| Synthetics |
| Air-borne |
| Water-borne |
| Hazardous materials | Abrasive surfaces |
| Volatile/ flammable |
| Corrosive |
| Unintended interactions | Ingress |
| Contaminants |
| Unexpected cleaning products |
| Unexpected replacement parts |
| Material failures | Freezing/ jamming |
| Change in color/ translucency |
| Material wear/ thinning |
| Cracking/ fracturing |
| Clogging |
| Water absorption |
| Emissions | Smells |
| Liquid |
| Dust and debris |
| Material properties | Case durability |
| Rigidity/ flexibility |
| Waterproof/ absorbent |
| Magnetic |
| Static |
| Conductive/ insulating |
| **User Interaction**   1. How is the product supposed to be used? 2. What are the possible uses of the product? | Transport | Handling in freight |
| Hand-carry the product |
| Before use | Packaging |
| Unboxing |
| Installing product |
| During use | Principal use |
| Connection with Internet/ other device(s) |
| Foreseeable misuse |
| Abuse/ abnormal use |
| Use alongside other product(s) |
| Hacks |
| Maintenance | Cleaning |
| Replace parts/ repair |
| System reboot |
| After use | Disposal |
| Recycle components |
| Reuse components |
| Power use | Power continuously/ short runtime |
| Mains/ battery powered |
| **User Profile**   1. How might the product accommodate people's wants and needs? 2. How might the product be interpreted/ misinterpreted? | Active users | Gender |
| Age |
| Relationship status |
| Individual factors | Hand size |
| Left/ right handedness |
| Strength |
| Body weight |
| Height |
| Special needs | Elderly |
| Infants |
| Handicapped |
| Cultural beliefs | Religion |
| Traditional customs |
| Conservativeness/ progressiveness |
| Crowd behavior |
| Preferences & expectations | Product’s quality feel perception |
| Audio-visual cues |
| Product capability *e.g. works well, hassle-free* |
| Positive/ negative associations |
| Brand perception *e.g. luxury? durable? good service? “just another startup”?* |
| Understanding | Technical knowledge |
| Industry knowledge |
| Unexpected interactions | Mistakes |
| Instructions ignored |
| Improvisation |
| Subjected to impact |
| Poor treatment |
| Product causes accident |
| Servicing | Professional |
| Product owner |