

Usability Assessment

Defining the Ease of Use of Cookware



Valued Quality. Delivered.



Nowadays consumers demand more than just safe products; they expect products to easily and effortlessly fulfil their intended purpose.

Concepts such as ease of use, or user friendliness, based entirely on consumers' experience have become the new definition of usability and a key factor to a successful and popular product.

With the increasing awareness and trend of designing user-friendly products, usability has been regarded as an important factor to which a product is designed to be used by the intended users to achieve specific purposes with effectiveness, efficiency, and satisfaction.

Intertek has developed methodologies in measuring usability of common cookware. Equipped with technical know-how and unsurpassed experience in kitchenware testing, our team of trained panelists define a list of appropriate criterias that will be measured against objectively.



Our usability assessment services include:

- Actual use evaluation
- Handling assessment
- Product functionality



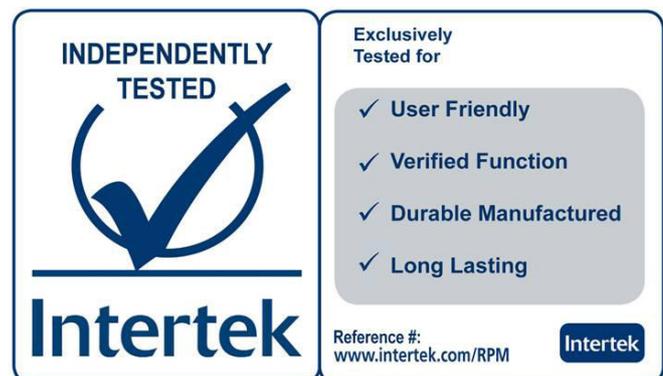
The Solution

The evaluation process is based on the product type (eg. bakeware, ovenware) and whether it functions as intended. The product will be evaluated on its handling, functionality and user-friendliness. In addition, Intertek also offers comprehensive safety and performance testing of cookware to different standards, including but not limited to, food contacting tests, chemical tests, transit tests, as well as tailor-made assessments designed specifically to meet our clients' expectations.

- Actual use and handling test
- Integrity of handle attachments
- Thermal shock endurance
- Handle and knob temperature
- Freezer to microwave/ oven usage
- Water retention
- Resistance to freezing
- Crazing resistance
- Microwave usage
- Water absorption
- Durability
- Stability
- Dishwasher usage

Testing in Intertek give manufacturers a point of differentiation in the marketplace and consumer peace of mind about their product purchases. Intertek's Tick Mark was created to help manufacturers demonstrate their commitment to product quality and safety, which is a validated proof that a product meets or exceeds key purchasing criteria.

Intertek Tick Mark validates product quality in the criteria of chemical and physical safety. With the evaluation of usability and performance, Intertek offers a one-stop-shop full compliance testing services which reduce costs and help you retain quality.



About Intertek

Intertek is a leading provider of quality and safety solutions serving a wide range of industries around the world. With over 1,000 offices and labs in over 100 countries, Intertek is well-equipped with the most advanced and sophisticated testing facilities. Through our professional specialists Intertek offers customers expertise in the evaluation of cookware in compliance with international standards, as well as some unique methodologies designed specifically to suit your needs.

From auditing and inspection, to testing, quality assurance and certification, Intertek people are dedicated to adding value to customers' products and processes, supporting their success in the global marketplace.

Intertek

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