

My name is [name]. My companion is [name], and we're from [company].

We are in the process of [designing / redesigning] [product].

As part of the design, we're spending time with people who use or might use the new product.

The purpose of doing this is to try to make sure that the new product meets your requirements, by learning as much as we can about the people who use it and the issues and problems they face.

All the information that we gather is anonymous. We won't be making any reports to your management or colleagues – the information will only be used for our design.

What we'd like you to do today is just carry on with your normal work, as much as possible. We'll interrupt you from time to time with questions.

Some of the things we ask you will probably be obvious to you, but we don't know much about your work or the systems you use.

Do you have any questions?