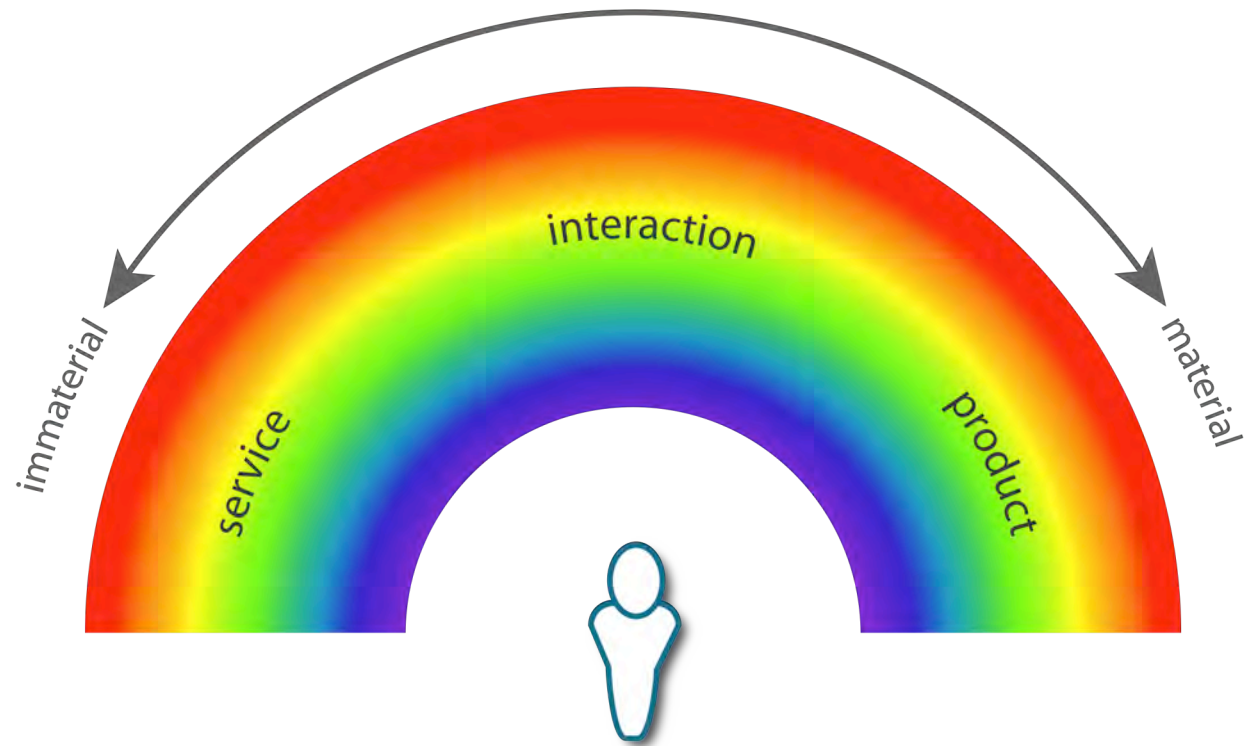


# Designing Services, Exploring Speckled Interactions

Gordon Hush  
Product Design

Product design @ GSA:



design for experience

The mediation of relationships  
between people, people and  
artefacts, and people,  
artefacts and intangible  
services or experiences.

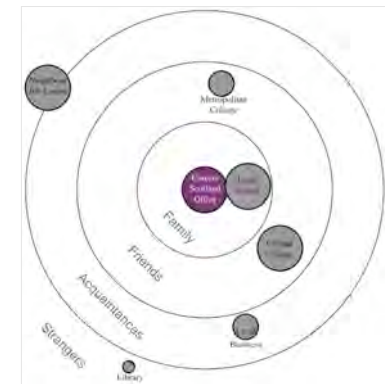
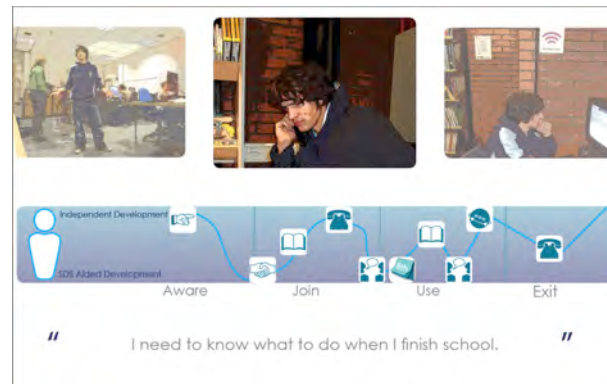
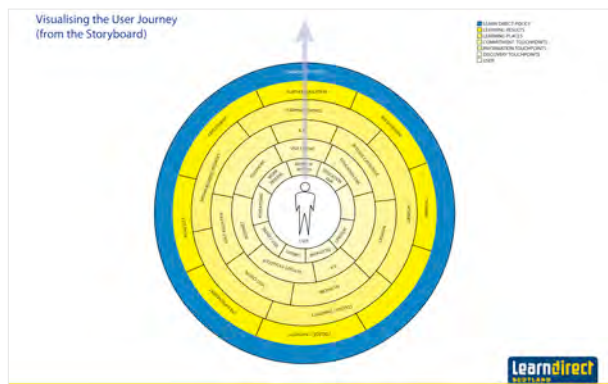
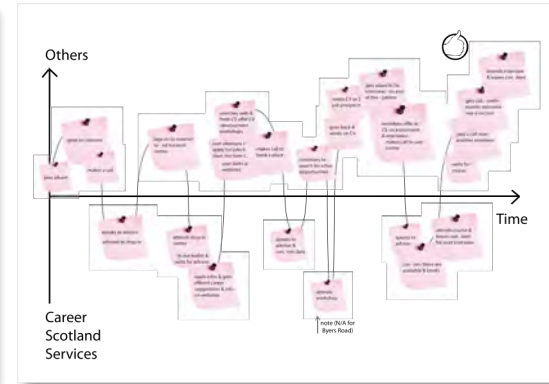
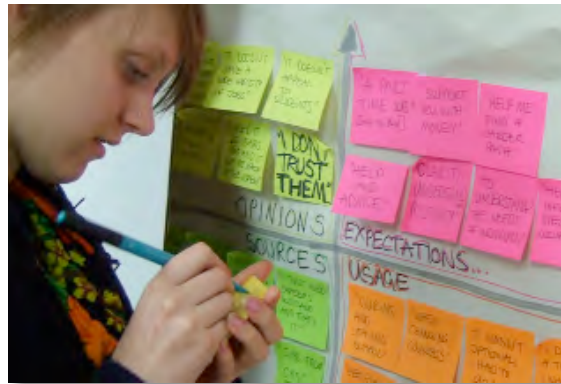
## Process overview:



# Gathering user research:



# Visualising journeys, pathways, interactions & relationships:



# Using tools to test ideas, get feedback & prototype:

