

# Cross cultural sensory driven product optimisation for international markets

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A TRADITION OF  
INDEPENDENT  
THINKING



**UCC**

University College Cork, Ireland  
Coláiste na hOllscoile Corcaigh

# Background to Cross-Cultural Research

Project: Optimisation of Intercultural sensory perception for successful adoption in cross-cultural markets

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## Publications

- Yusop, S, M., O'Sullivan, M. G., Kerry, J. F. and J. P. Kerry (2009a). Sensory evaluation of Indian-style marinated chicken by Malaysian and European naïve assessors. *Journal of Sensory Studies*, 24, 269-289.
- Yusop, S, M., O'Sullivan, M. G., Kerry, J. F. and J. P. Kerry. (2009b). Sensory evaluation of Chinese-style marinated chicken by Chinese and European naïve assessors. *Journal of Sensory Studies*, 24, 512-533.



# Background

- In the last 30 years, Chinese consumers' shopping habits have changed dramatically - incomes have risen and new products and concepts have entered the Chinese market.
- Older generation generally maintains "traditional" spending habits.
- Middle-aged Chinese oscillate between tradition and new trends.
- The younger generation is becoming more Westernized and quality conscious.

# Sensory Quality- The West

- Products are developed-Consumer optimized
- Safe, nutritious, regulated across all jurisdictions, EU, USA
- Accurate labeling, traceability (mostly), consumer confidence
- Sensory profile and sensory quality ensure product consistency, repeat purchase, market success and longevity

# Sensory Quality-The East

- **Product safety mistakes can be devastating**  
Food and product safety problems exposed in the media can strongly influence Chinese consumers.
- E.g Clenbuterol in pork, melamine-tainted milk incident in 2008-infant formula.
- Counterfeit- high-end Bordeaux wines etc. Baby formula (1-6% ptotein)
- Chinese Olympic team preventing from eating meat for fear of testing positive for illegal hormones.
- Literally every day brings the announcement of a new consumer scam.

# Sensory Quality-The East

- **Product safety** food safety the top concern amongst Chinese consumers.
- Western media report that China's middle class snap up western brands.
- Chinese consumers who can *afford* to are spending extra to avoid counterfeits and food safety issues.
- Not brand advocates it's fear purchasing. It says less about Western brands than about China's landscape.



Sensory evaluation of Chinese-style marinated chicken by European and Chinese naïve assessors.

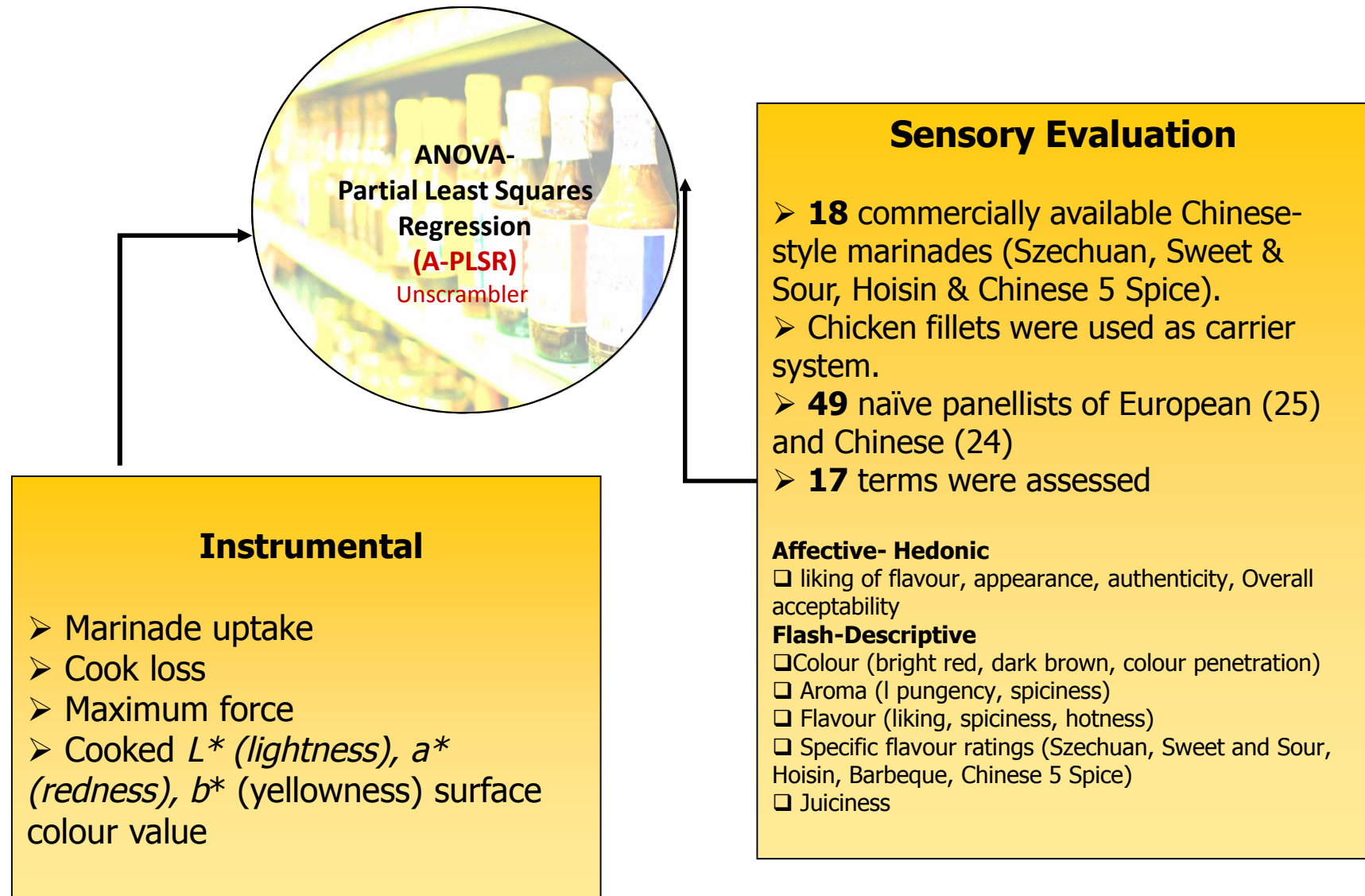
*Journal of Sensory Studies* 24: 512-533.

## Objective

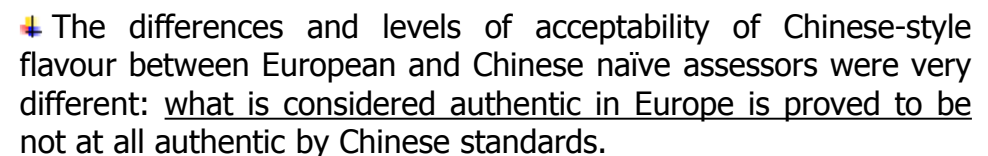
To determine the sensory variation and acceptance of two cultural groups, naïve European and Chinese assessors, for chicken breast fillet marinated with retail and commercially available Chinese-style marinades from the Irish-market place



# Material and methods





S.M. YUSOP *ET AL.*



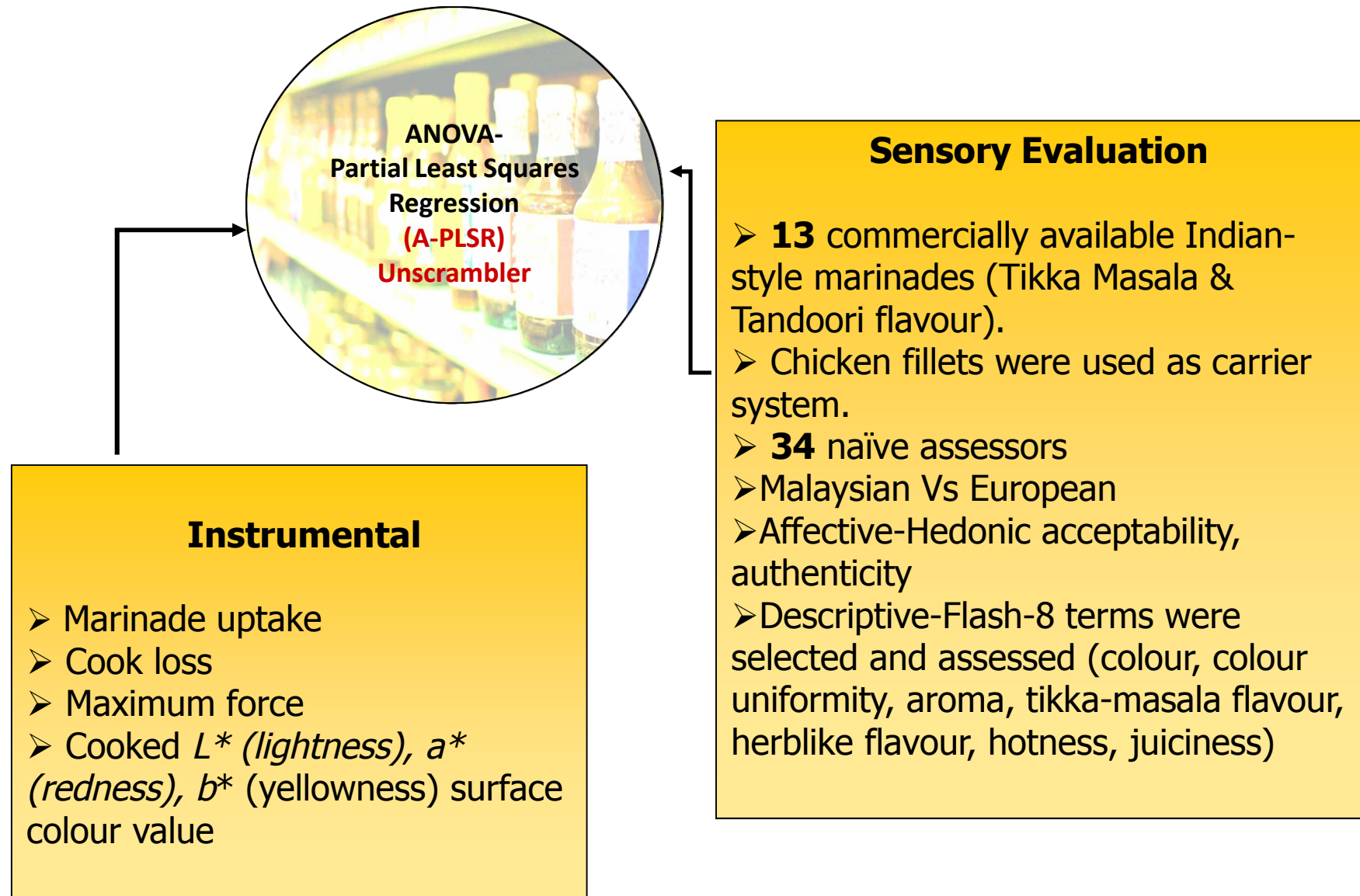
Sensory evaluation of Indian-style marinated chicken by Malaysian and European naïve assessors.

*Journal of Sensory Studies* 24: 269-289

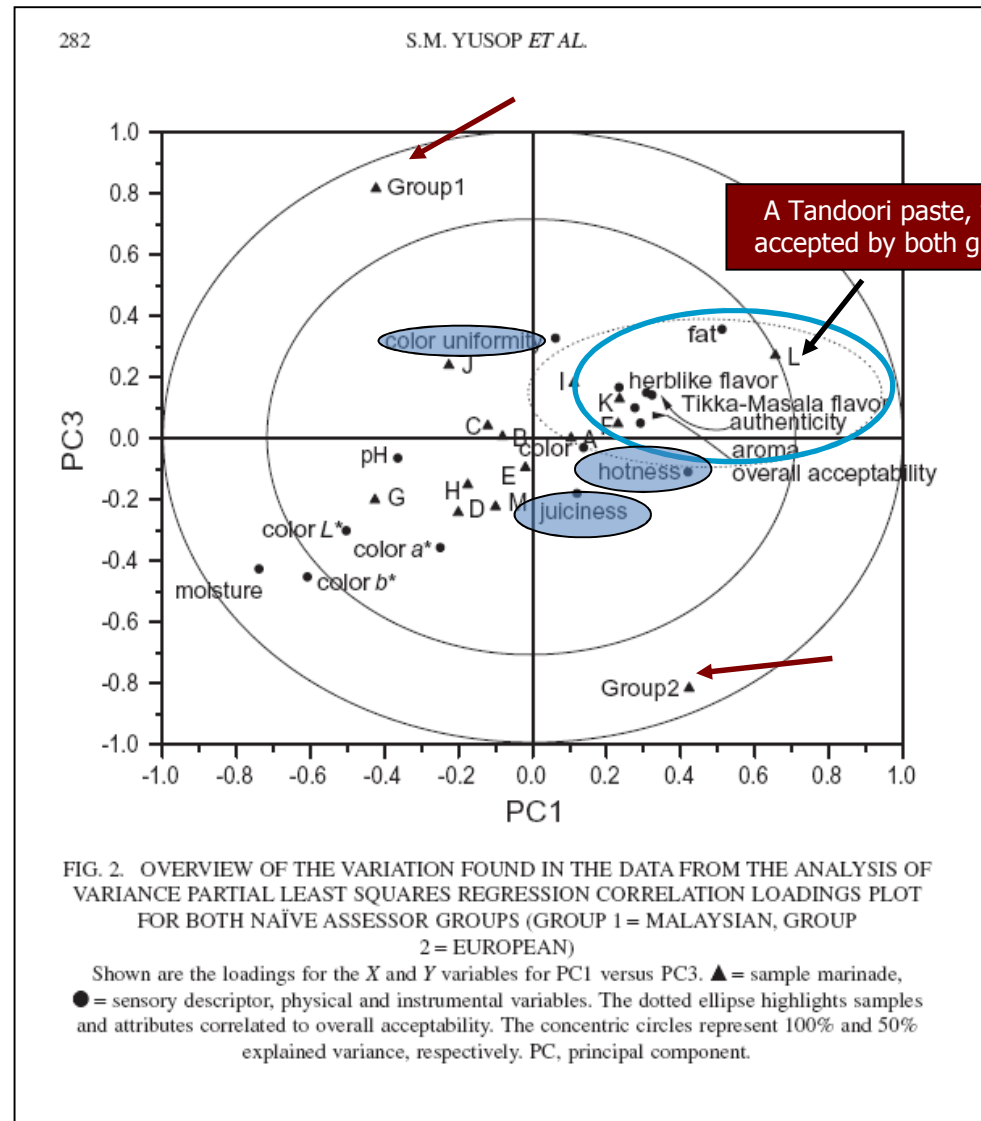
## Objective

To determine the sensory acceptability of chicken breast fillets marinated with 13 different commercially available Indian-style marinades available in Irish-marketplace

# Material and methods



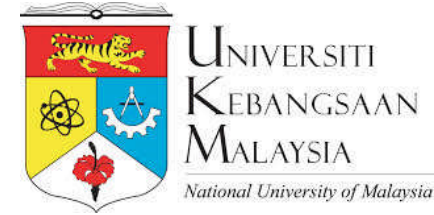
# Results



Despite differences in cultural and dietary habits between Malaysians (Group 2) and Europeans (Group 1), a similar pattern of sensory acceptability between the two groups toward Indian-style marinated chicken was observed.

A significant difference ( $P < 0.05$ ) in colour uniformity, hotness and juiciness (Table not shown) could be due to a cultural difference in food perception.

Aroma-flavour related attributes and fat content were considered as the most important criteria in determining Indian-style marinated chickens' acceptability.



## Conclusions

Both studies showed that consumer familiarity and exposure towards the product affected consumer acceptability, thereby strengthening the importance of flavour authenticity in ethnic-style marinated product development.

Authenticity is an important driver.

Results suggested that colour quality could be the second most important factor after flavour-related attributes and should not be neglected in production.

# Case Study –Dairy Products (P-Cresol and Cowy/Barny flavours)

- Premise; Drake et al., (2005)-Compared Cheddar cheeses from Ireland, NZ, and the USA. Using trained panels from these countries
- Overall differentiation of the cheeses by each panel was similar, using QDA (IE), GDA (NZ) and Spectrum (USA).
- Cheeses were grouped by each site by country of origin suggesting international differences in Cheddar cheese flavour.
- Irish cheeses (NZ also) were negatively perceive by USA panels.

# Methodology

- Dairy products will be tested for sensory optimisation to develop high quality and optimally consumer acceptable products.
- The final outcomes from such a study will enable dairy products to be optimised for these specific markets Irish, UK, China, and US.



*Irish Panel:*

*USA cheeses = creamy, buttery, and processed flavours, pungent, rancid, mould, onion, salty taste, and acid taste*

New Zealand

General descriptive analysis  
9 point scale  
Definitions for all terms  
Food and/or chemical references for all terms  
Panel evaluates Cheddar cheese several times per week



Ireland

QDA™ method  
100 mm line scale  
Definitions for all terms  
Food and/or chemical references for all terms  
Panel evaluates Cheddar cheese occasionally, lots of different products evaluated per week



*NZ Panel:*

*USA+Irish cheeses (Aged) = savoury, butyric, fruity, fermented, maturity flavour, salty, acid taste*

United States of America

Spectrum™ Method  
15 point Spectrum™ scale  
Definitions for all terms  
Food and/or chemical references for all terms  
Panel evaluates Cheddar cheese several times per week



Descriptive Analysis



*USA Panel:*

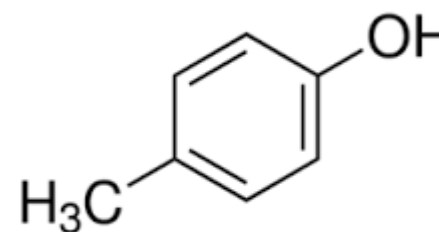
*USA Cheeses = cooked, whey, diacetyl, and free fatty acid, brothy, nutty, sour taste, and umami*

*USA Panel:*

*Irish Cheeses = catty, cowy/barny and mothball flavours*

**Aroma associated with barns and animal sheds**

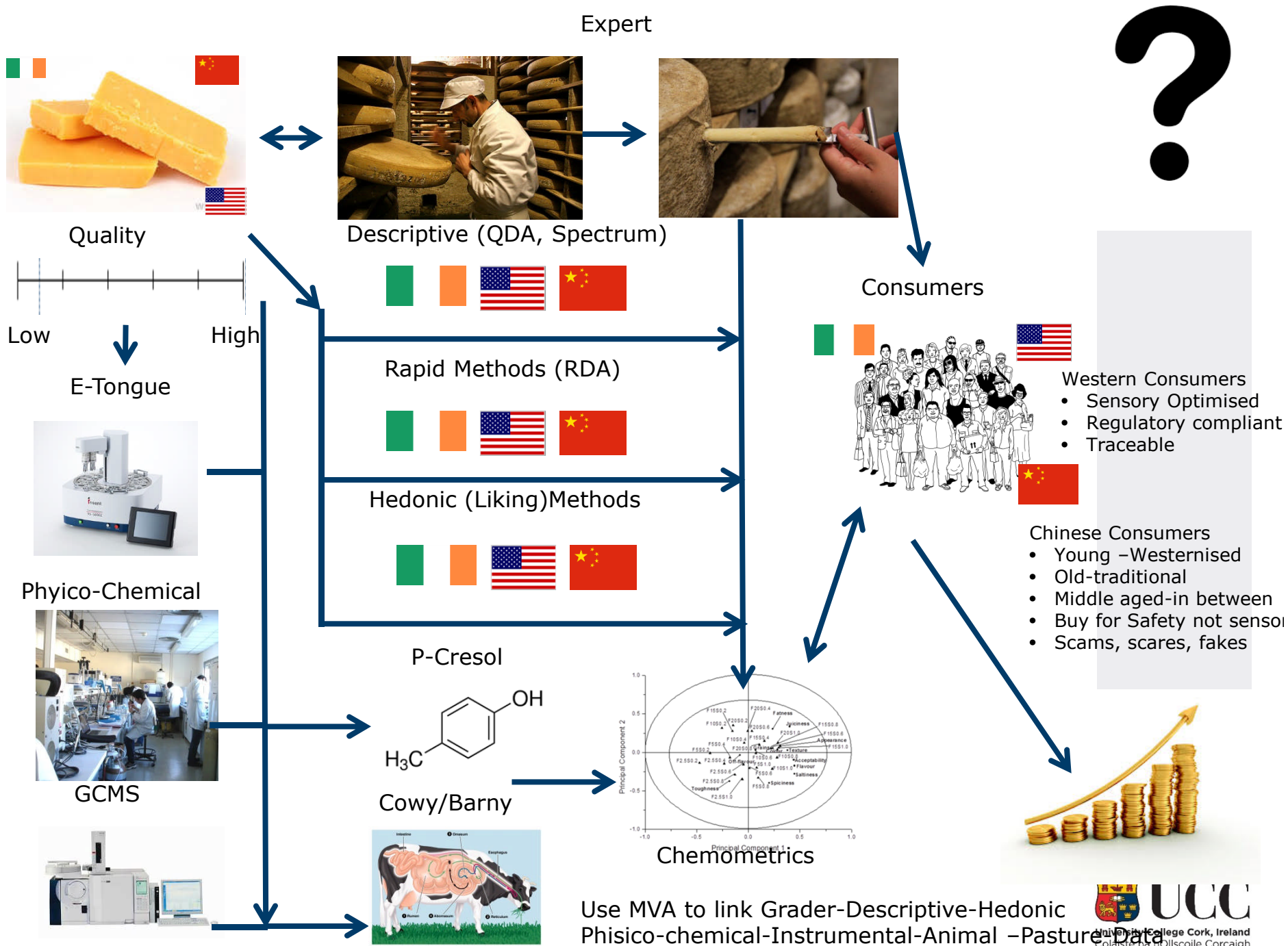
**Reminiscent of ruminant sweat and urine**



**Cowy/Barny**  
**Isolvaleric acid and p-cresol**

*USA Panel:*

*NZ Cheeses = mothball flavours*



# Issues

- Cheddar cheese proved problematic
- Required refrigerated transport to eastern China, logistically difficult
- Decided to first look at SMP, WMP (Skim and Whole Milk Powder)
- SMP-Stable, easily transported
- Cold chain less of an issue
- Once transport protocol established (Customs, paperwork) can look at other products



## **UCC-University Fujian Memorandum of Understanding**

### **Co-operation Agreement**

**2015**

# RDA, Ranking Descriptive Analysis



- Twenty five panellists were recruited in University College Cork, Ireland.
- Age range of assessors was 22-48 years old.
- Selection criteria for panellists were availability and motivation to participate on all days of the experiment and that they were milk consumers.
- Panellists used the sensory Intensity descriptors in Table 2 for samples (Table 1).
- Ranking Descriptive analysis (RDA) (Richter et al, 2010; Dairou & Sieffermann, 2002) was carried out in panel booths conforming to international standards (ISO 8589: 2007)
- Samples were immediately served to panellists simultaneously for separate time points.
- Each assessor was presented with triplicate samples (over separate sessions) and asked to assess the intensity of the attributes (Table) , according a 10 cm line scale ranging from 0 (none) at the left to 10 (extreme) at the right and rating subsequently scored in cm from left.
- The order of the presentation of all test samples was randomized to prevent first order and carryover effects.



**Table.1** Sensory terms for the affective and descriptive evaluation of whole and skim milk powder

Attribute	Definition	Scale
<i>Hedonic</i>		
<i>Appearance-Liking</i>	The liking of appearance	0 = extremely dislike 10 = extreme like
<i>Flavour-Liking</i>	The liking of flavour	0 = extremely dislike 10 = extreme like
<i>Aroma-Liking</i>	The liking of aroma	0 = extremely dislike 10 = extreme like
<i>Texture-Liking</i>	The liking of texture	0 = extremely dislike 10 = extreme like
<i>Overall acceptability</i>	The acceptability of the product	0 = extremely unacceptable 10 = extremely acceptable
<i>Intensity</i>		
<i>Appearance-colour</i>	Appearance-Ivory to orange colour	0 = Pale, 10 = Yellow
<i>Sweet aroma</i>	The smell associated with dairy sweet milky products	0 = none, 10 = extreme
<i>Creamy aroma</i>	The smell associated with creamy/milky products	0 = none, 10 = extreme
<i>Cooked/ aroma</i>	The smell associated with cooked milk products	0 = none, 10 = extreme
<i>Oxidised (cardboard) aroma</i>	The smell associated with rancid or oxidised products	0 = none, 10 = extreme
<i>Painty aroma</i>	The smell associated with rancid paint type notes	0 = none, 10 = extreme
<i>Chalky Texture</i>	Chalk like texture in the mouth	0 = none, 10 = extreme
<i>Powdery Texture</i>	Powdery texture in the mouth	0 = none, 10 = extreme
<i>Viscosity</i>	Thick texture in the mouth	0 = none, 10 = extreme
<i>Sweet taste</i>	Fundamental taste sensation of which sucrose is typical	0 = none, 10 = extreme
<i>Sour</i>	Fundamental taste sensation of which Lactic acid is typical	
<i>salty</i>	Fundamental taste sensation of which Sodium chloride solution is typical	
<i>Cream flavour</i>	The flavour associated with creamy/milky products	0 = none, 10 = extreme
<i>Dairy sweet flavour</i>	The flavours associated with sweetened cultured dairy products such as fruit yoghurt	0 = none, 10 = extreme
<i>Caramelized Flavour</i>	Intensity of caramel	0 = none, 10 = extreme
<i>Oxidised (cardboard) flavour</i>	The flavour associated with rancid or oxidised products	0 = none, 10 = extreme
<i>Rancid butter</i>	The flavour associated with rancid or oxidised butter	0 = none, 10 = extreme
<i>Painty Flavour</i>	The flavour associated with rancid paint type notes	0 = none, 10 = extreme
<i>Grassy/Hay</i>	The flavours associated with grass, hay	0 = none, 10 = extreme
<i>Cooked flavour</i>	The flavour associated with cooked milk products	0 = none, 10 = extreme
<i>Off-flavour</i>	Off-flavour	0 = none, 10 = extreme
<i>Astringent after-taste</i>	Fundamental taste sensation of which aluminium sulphate is typical	0 = none, 10 = extreme



UCC

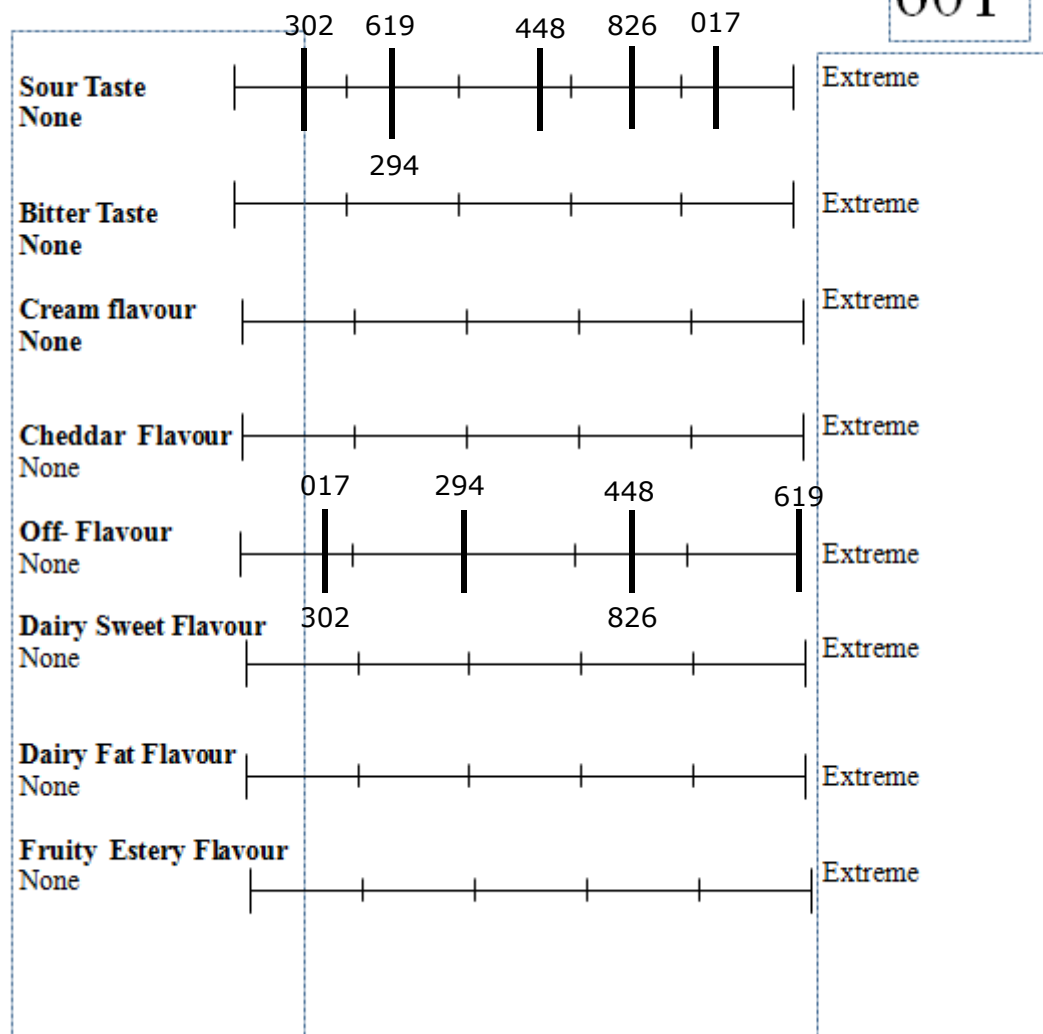
Coláiste na hOllscoile Corcaigh, Éire  
University College Cork, Ireland

## Descriptive analysis (RDA)

601



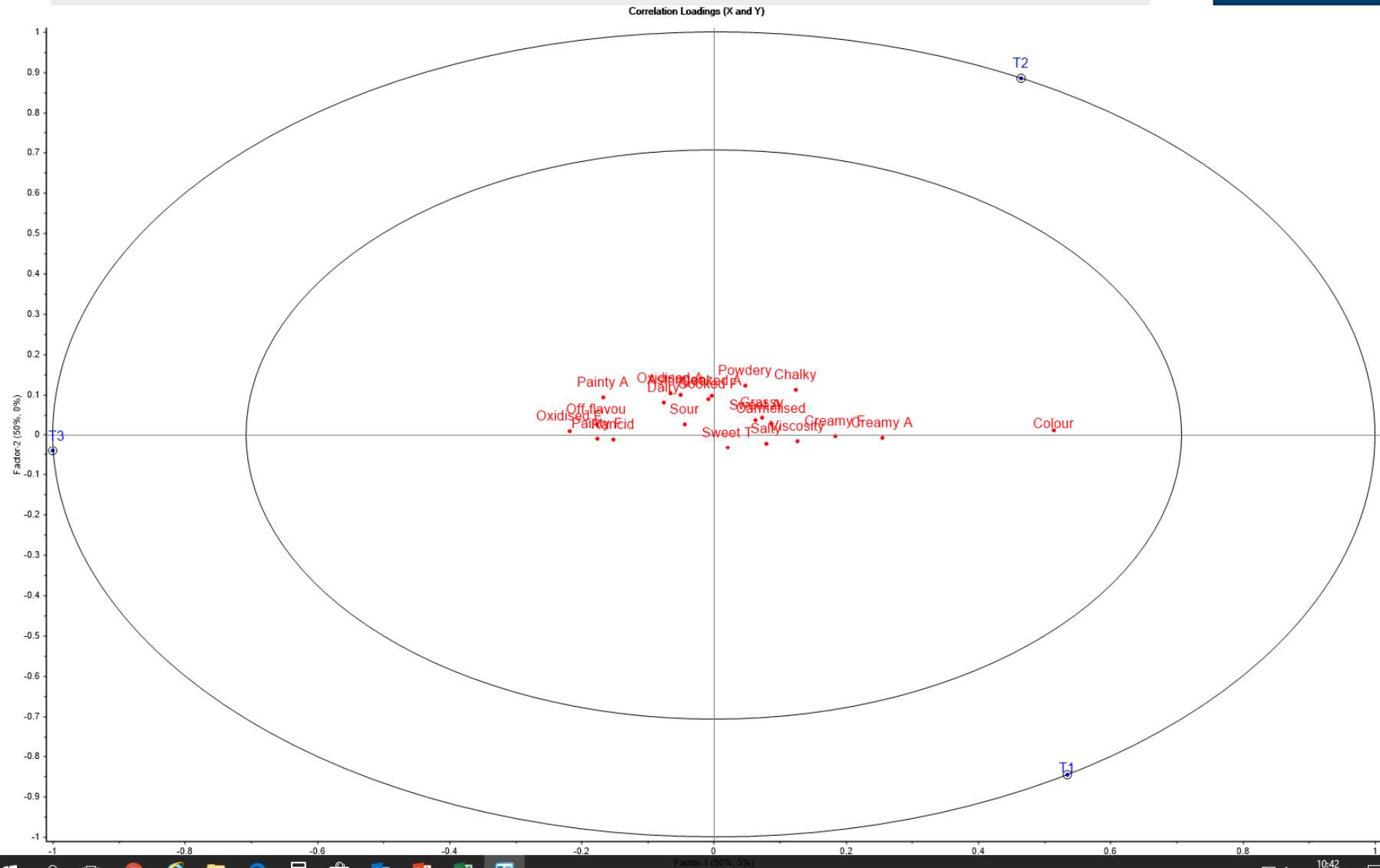
Rinse mouth with water between tastings





# RDA-SMP

## ANOVA-Partial Least Squares regression (APLSR)



# RDA-SMP

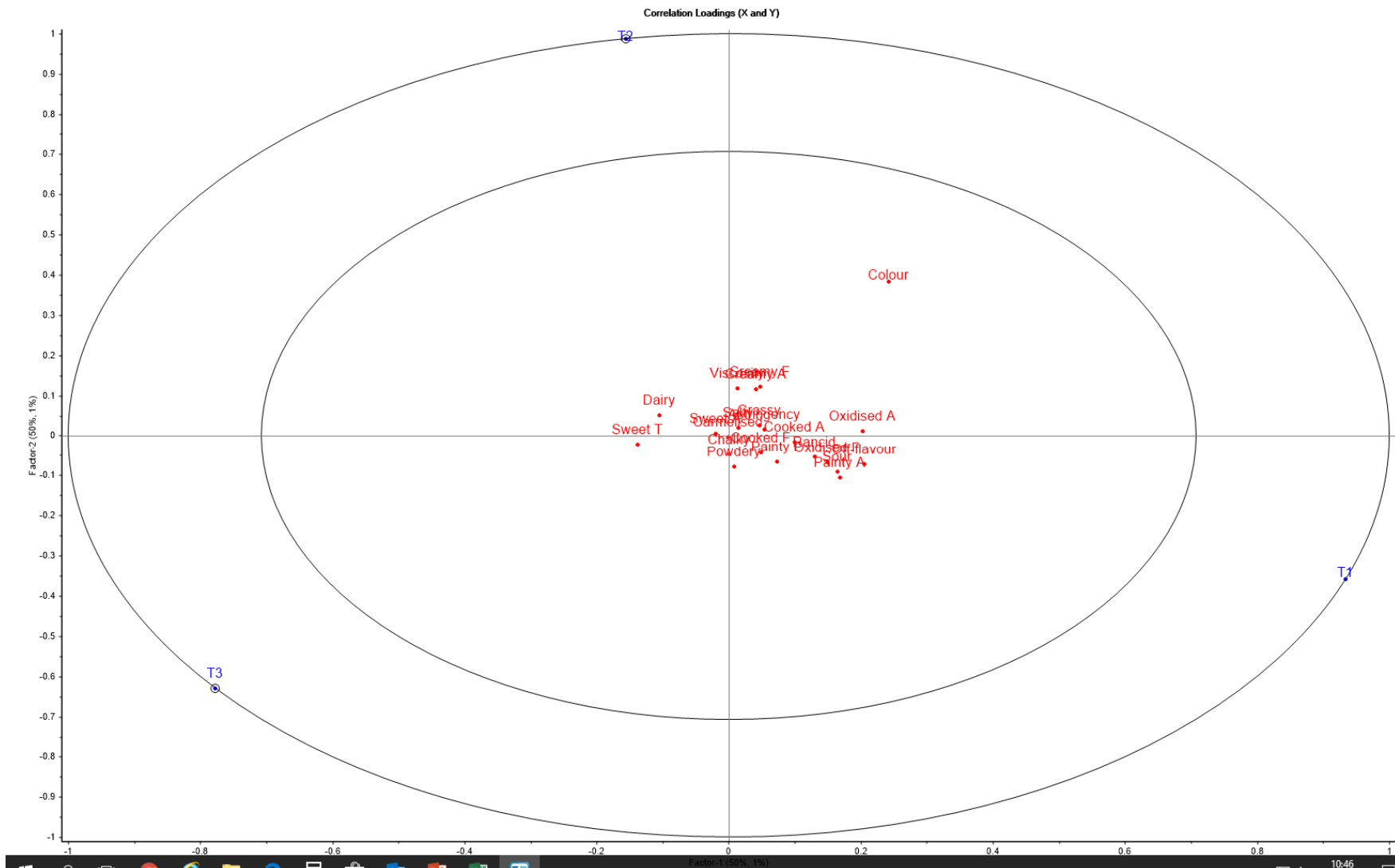
ANOVA values of regression coefficients from APLSR for RDA sensory terms

SMP	Colour	Creamy A	Oxidised A	Painty A	Sour	Creamy F	Oxidised F	Off-flavour
T1	0.003	0.120	0.152	0.034	0.619	0.305	0.151	0.180
T2	0.003	0.213	0.518	0.950	0.977	0.367	0.290	0.495
T3	0.000	0.005	0.531	0.123	0.652	0.041	0.034	0.085

Treatment	
T1	Grass
T2	Clover
T3	TMR (Total Mixed Ration)

# RDA-WMP

ANOVA-Partial Least Squares regression  
(APLSR)



# RDA-WMP

ANOVA values of regression coefficients from APLSR for RDA sensory terms

WMP	Colour	Creamy A	Oxidised A	Painty A	Sour	Creamy F	Oxidised F	Off-flavour
T1	0.307	0.975	0.045	0.044	0.069	0.996	0.088	0.025
T2	0.000	0.243	0.824	0.154	0.201	0.215	0.340	0.289
T3	0.000	0.270	0.088	0.502	0.436	0.241	0.442	0.212

Treatment	
T1	Grass
T2	Clover
T3	TMR (Total Mixed Ration)

# Hedonic Analysis-Consumer Testing

- 100 consumers Ireland
- 100 consumers China
- 50 consumers- Chinese living in Ireland (<6months)
- Reconstitution-SMP 10%, WMP ~15% (Based on fat).  
Samples prepared day before, rotated 50 times, stored 4°C
- Questionnaire translated in to Chinese

# Questionnaire

请打开试验台上的转盘，并举手示意在场老师或工作人员您将准备开始进行感官试验。一旦您完成一种样品感官评价，请将该样品放回转盘并旋转转盘进行下一样品的感官评价。

请观察样品\_\_\_\_\_并回答下列关于样品外观的问题

1. 下列哪个描述词能最好的表达您对该样品外观的感受？

极度不喜欢	非常不喜欢	稍微不喜欢	一般	稍微喜欢	喜欢	非常喜欢	极度喜欢
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. 下列哪个描述词能最好地表达您对该样品香味的感受？

极度不喜欢	非常不喜欢	稍微不喜欢	一般	稍微喜欢	喜欢	非常喜欢	极度喜欢
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

现在请品尝样品\_\_\_\_\_并回答下列问题

1. 下列哪个描述词能最好得表达您对该样品的总体喜好程度？

极度不喜欢	非常不喜欢	稍微不喜欢	一般	稍微喜欢	喜欢	非常喜欢	极度喜欢
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. 下列哪个描述词能最好地表达您对该样品风味的感受？

极度不喜欢	非常不喜欢	稍微不喜欢	一般	稍微喜欢	喜欢	非常喜欢	极度喜欢
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. 下列哪个描述词能最好地表达您对该样品新鲜程度的感受？

根本不新鲜		新鲜	极度新鲜
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. 下列哪个描述词能最好地表达您对该样品是否具有牛奶煮熟风味的感受？

根本无煮熟味		一般	极度强烈煮熟味
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

5. 下列哪个描述词能最好地表达您对该样品是否具有变质风味的感受？

没有呈现出变质风味		一般程度的变质风味	极度强烈煮熟味
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please LOOK at sample \_\_\_\_\_ and answer the following questions regarding appearance.

Which statement best describes your impression of the **OVERALL APPEARANCE** of this product?

Dislike Extremely	Dislike Very Much	Dislike Moderately	Dislike Slightly	Neither Like nor Dislike	Like Slightly	Like Moderately	Like Very Much	Like Extremely
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Which statement best describes your impression of the **AROMA** of this product?

Dislike Extremely	Dislike Very Much	Dislike Moderately	Dislike Slightly	Neither Like nor Dislike	Like Slightly	Like Moderately	Like Very Much	Like Extremely
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Now please taste sample \_\_\_\_\_ and answer the following questions:

Which statement best describes your impression of the **OVERALL LIKING** of this product?

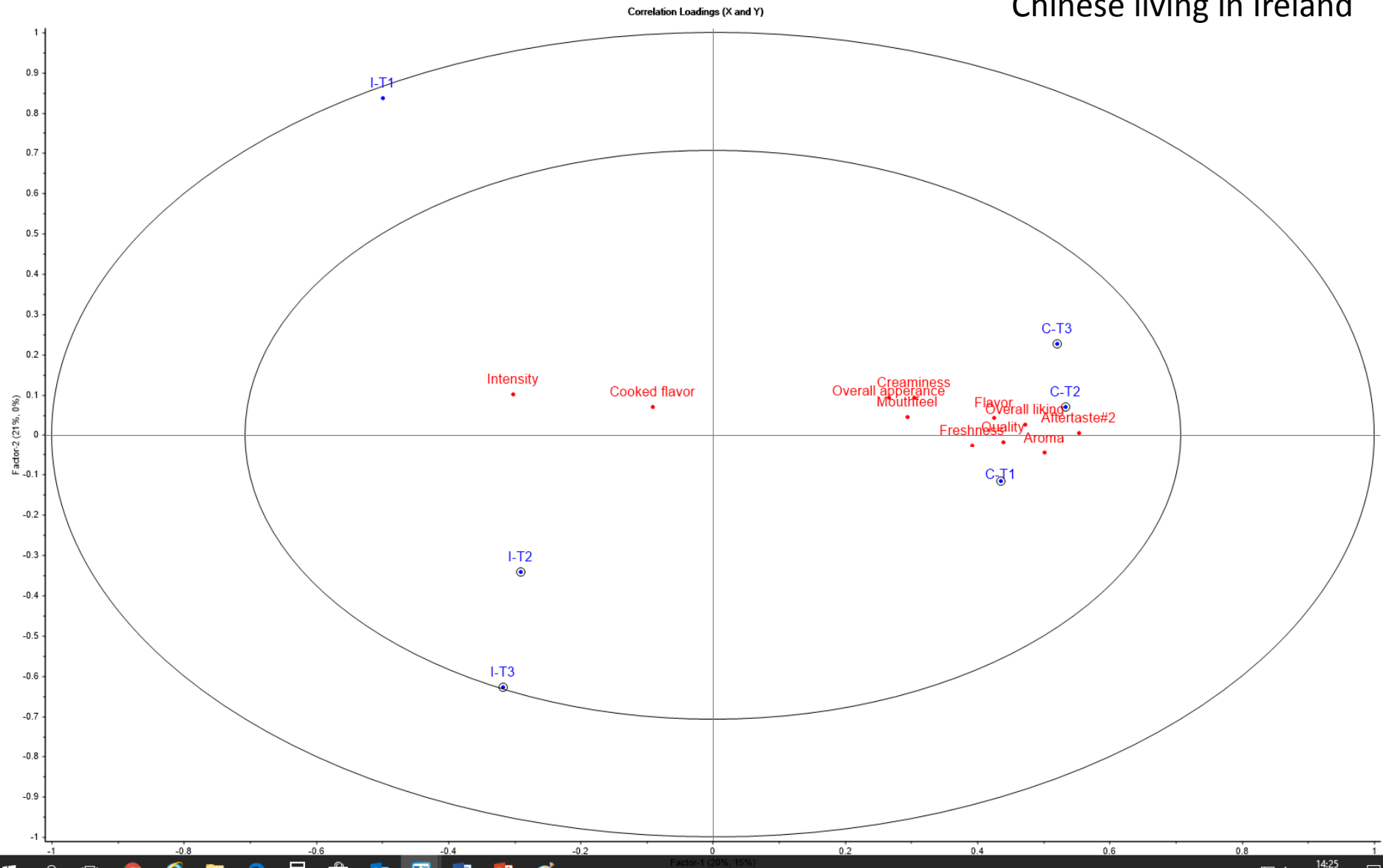
Dislike Extremely	Dislike Very Much	Dislike Moderately	Dislike Slightly	Neither Like nor Dislike	Like Slightly	Like Moderately	Like Very Much	Like Extremely
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Which statement best describes your impression of the **FLAVOR** of this product?

Dislike Extremely	Dislike Very Much	Dislike Moderately	Dislike Slightly	Neither Like nor Dislike	Like Slightly	Like Moderately	Like Very Much	Like Extremely
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# APLSR-WMP

Consumers  
Irish  
Chinese living in Ireland





# P Values WMP (Whole Milk Powder)

	Overall appearance	Aroma	Overall liking	Flavor	Freshness	Cooked flavor	Mouthfeel	Creaminess	Aftertaste# 2	Intensity	Quality
iC-T1	0.0028	0.0000	0.0001	0.0207	0.0001	0.5438	0.0065	0.0045	0.0000	0.0007	0.0060
iC-T2	0.0011	0.0000	0.0000	0.0000	0.0001	0.0806	0.0007	0.0010	0.0000	0.0101	0.0000
iC-T3	0.0001	0.0000	0.0000	0.0000	0.0001	0.6217	0.0004	0.0000	0.0000	0.0064	0.0000
I-T1	0.2436	0.0000	0.0000	0.0000	0.0000	0.0382	0.0086	0.0504	0.0000	0.0000	0.0000
I-T2	0.0025	0.0002	0.0000	0.0001	0.0245	0.5565	0.0854	0.0477	0.0000	0.3928	0.0057
I-T3	0.0064	0.0011	0.0000	0.0001	0.0027	0.5150	0.0008	0.0000	0.0000	0.0928	0.0020

Treatment	
T1	Grass
T2	Clover
T3	TMR (Total Mixed Ration)
I = Irish, iC=Chinese consumers residing in Ireland <6Mths	

# APLSR-SMP

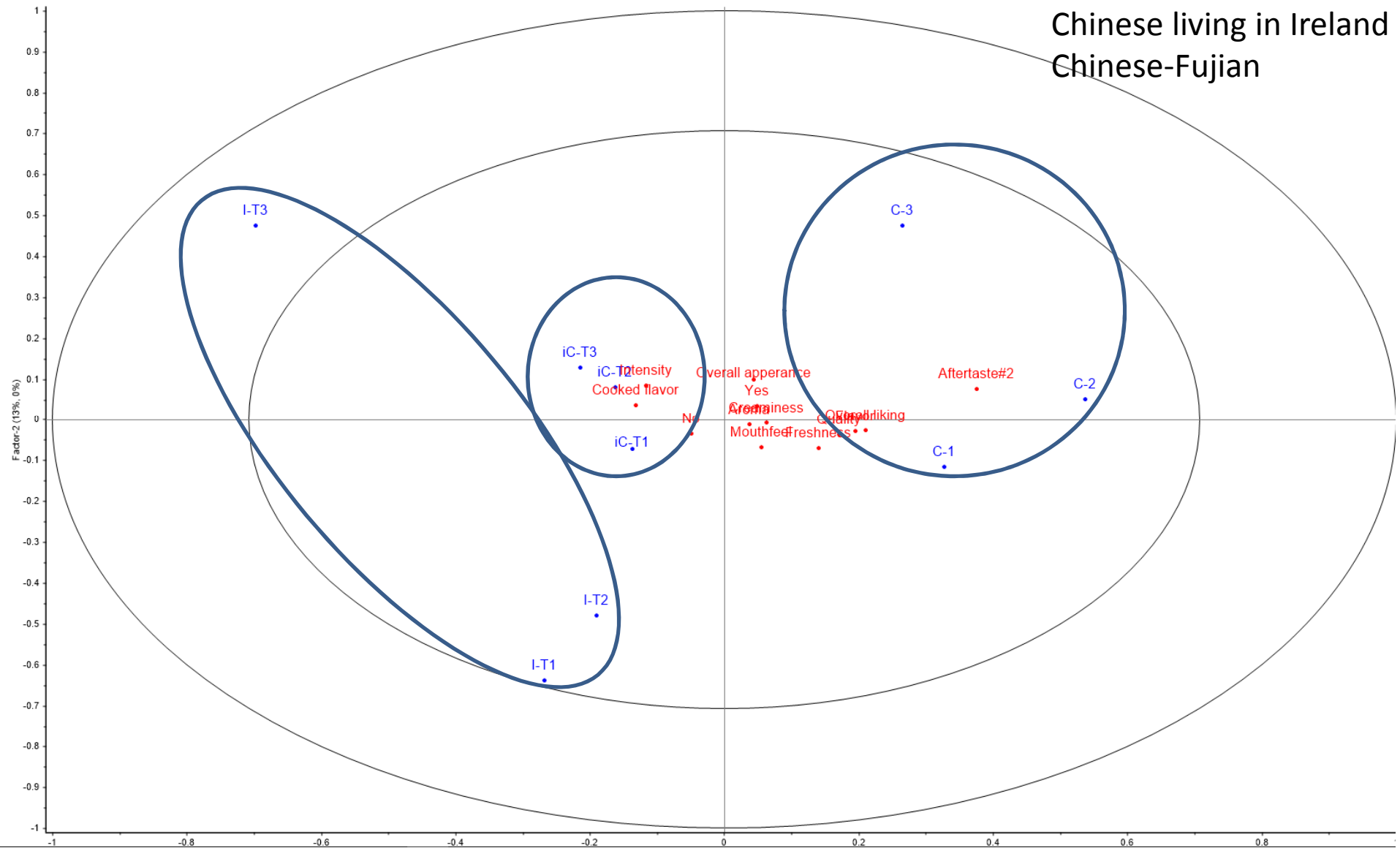
Correlation Loadings (X and Y)

Consumers

Irish

Chinese living in Ireland

Chinese-Fujian



# P Values SMP (Skim Milk Powder)

	Overall apperance	Aroma	Overall liking	Flavor	Freshness	Cooked flavor	Mouthfeel	Creaminess	Yes	No	Aftertaste#2	Intensity	Quality
iC-T1	0.5381	0.5277	0.3554	0.3523	0.3560	0.3653	0.4402	0.4278	0.4815	0.4815	0.3628	0.4024	0.3692
iC-T2	0.4252	0.4269	0.1726	0.1761	0.1643	0.1816	0.3090	0.2860	0.3783	0.3783	0.1804	0.3086	0.1864
iC-T3	0.3501	0.3717	0.0613	0.0646	0.0865	0.0698	0.2253	0.1938	0.3526	0.3526	0.0710	0.2115	0.0942
I-T1	0.5377	0.4262	0.3412	0.3370	0.3165	0.3381	0.3366	0.4243	0.4606	0.4606	0.3498	0.2736	0.3398
I-T2	0.7208	0.7159	0.6807	0.6827	0.6817	0.6833	0.6832	0.6706	0.7065	0.7065	0.6846	0.6995	0.6775
I-T3	0.2180	0.3490	0.0031	0.0034	0.0247	0.0111	0.1717	0.0926	0.1131	0.1131	0.0001	0.2857	0.0052
C-T1	0.3109	0.2859	0.0065	0.0087	0.0234	0.0320	0.1307	0.0888	0.2432	0.2432	0.0055	0.2122	0.0038
C-T2	0.3031	0.3284	0.0001	0.0001	0.0010	0.0017	0.1591	0.1137	0.2183	0.2183	0.0000	0.1939	0.0038
C-T3	0.3709	0.4290	0.0509	0.0502	0.0641	0.0374	0.1737	0.1531	0.2540	0.2540	0.0488	0.2373	0.0529

Treatment	
T1	Grass
T2	Clover
T3	TMR (Total Mixed Ration)
I = Irish, iC=Chinese consumers residing in ireland <6Mths, C=Chinese consumers Fujian	

# Conclusions

## WMP

- Chinese consumer (Ireland) liked the WMP
- Irish consumer disliked the WMP samples
- Post test analysis-powder slightly oxidised
- Chinese had difficulty identifying off-flavour

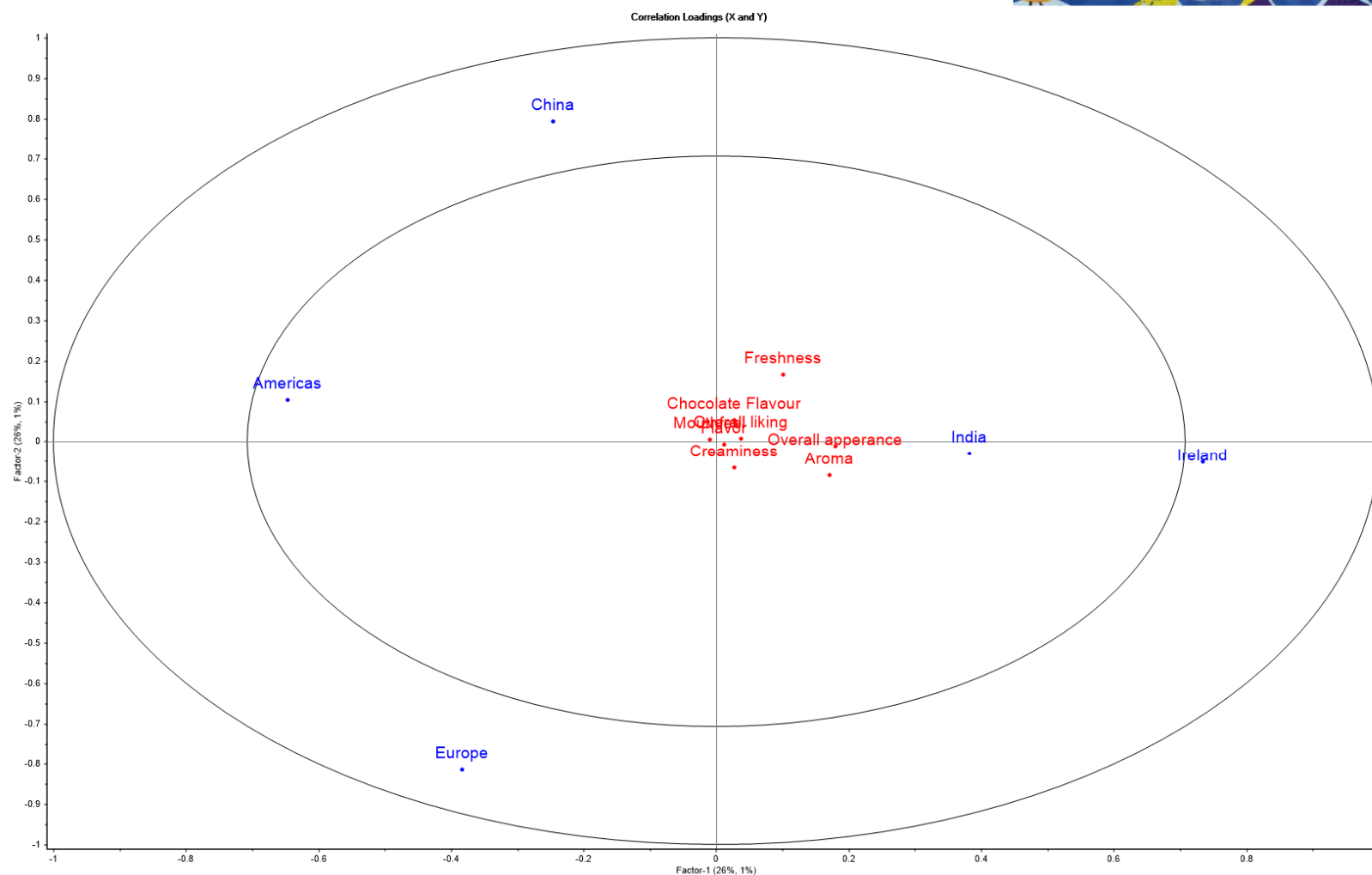
## SMP

- Irish, Chinese and Chinese-Ireland residents were clearly separated by the APLSR
- Chinese consumers liked the SMP the most, followed by the Chinese-Ireland residents and then Irish
- Reason- Chinese consumers adapted to poor quality dairy products in market thus also adapted to off-flavour

# Chinese Market



# Consumer study sweet chocolate (n=110)



# Conclusions



P Value

	Overall apperance	Aroma	Overall liking	Flavor	Mouthfeel	Creaminess
Ireland	0.046	0.029	0.211	0.361	0.491	0.133
China	0.843	0.077	0.820	0.520	0.370	0.041
Europe	0.512	0.591	0.595	0.721	0.428	0.822
India	0.000	0.164	0.552	0.537	0.897	0.883
Americas	0.000	0.004	0.729	0.596	0.112	0.480

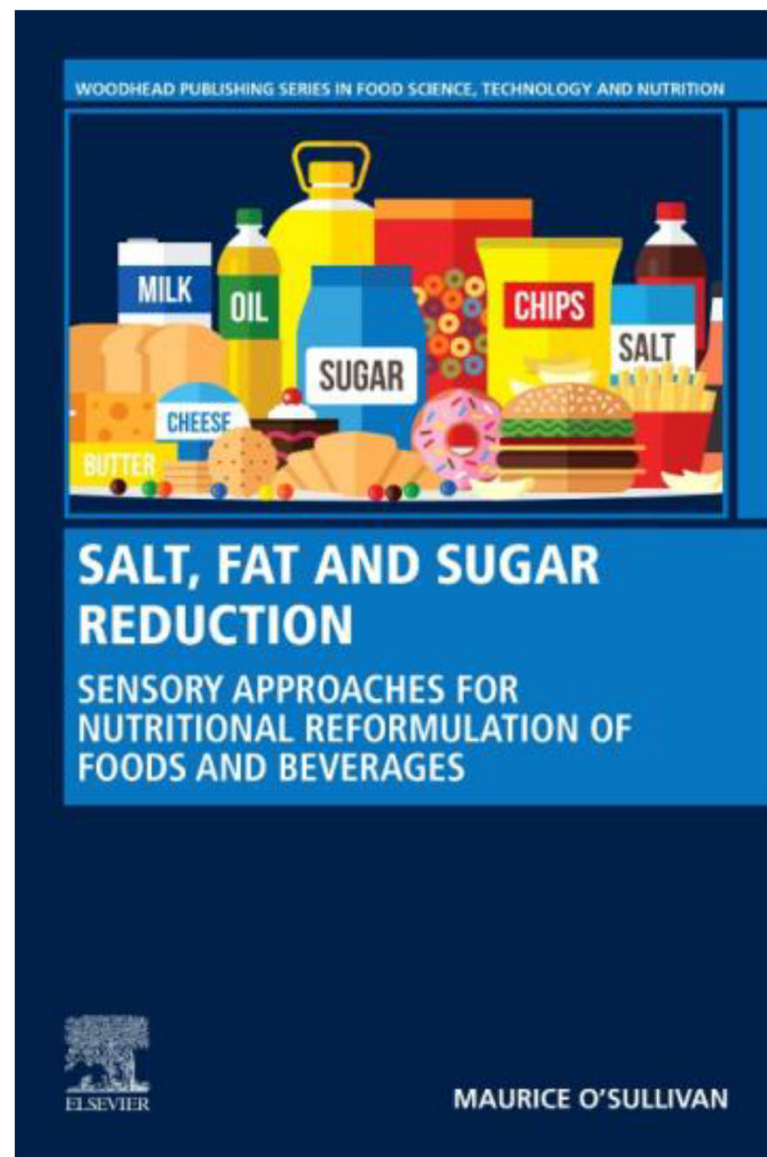
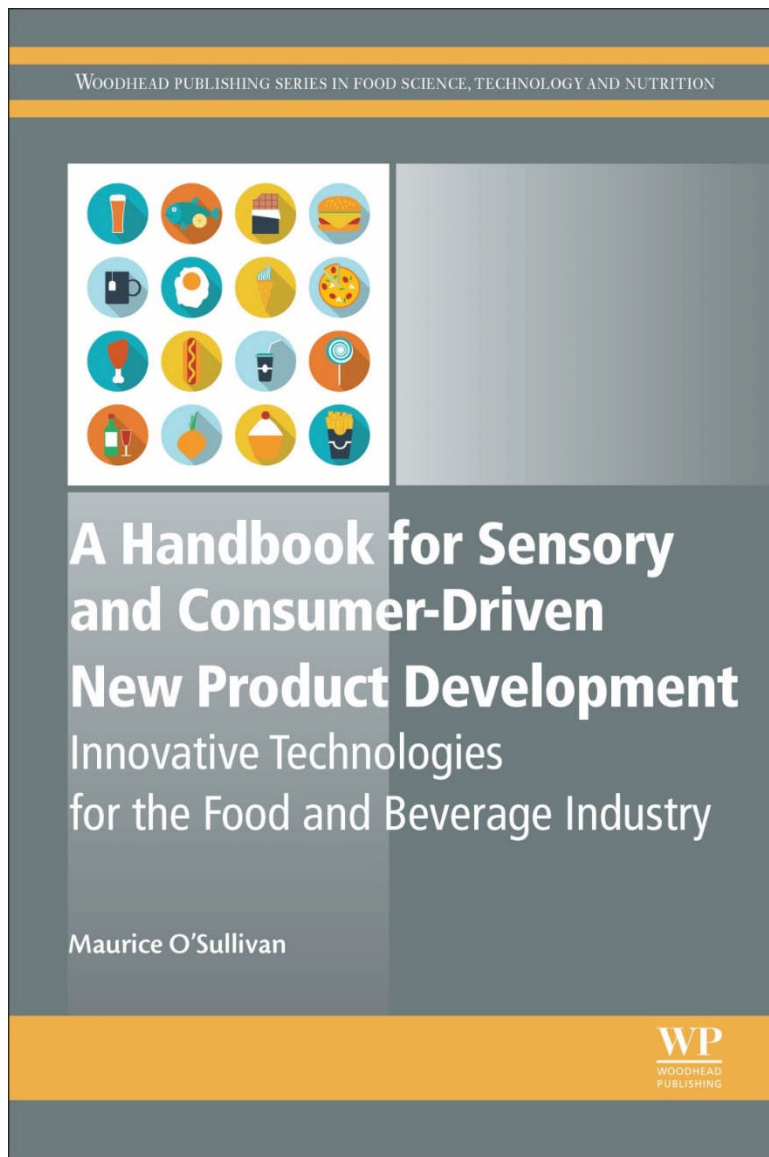
Dark Green Significantly positively correlated

Dark Red Significantly negatively correlated

Light Green positively correlated (NS)

Beige negatively correlated (NS)





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# Sensory Unit

