

DIN ISO 20282-1:2008-10 (E)

Ease of operation of everyday products - Part 1: Design requirements for context of use and user characteristics (ISO 20282-1:2006)

Contents		Page
National foreword		3
Introduction		4
1	Scope	5
2	Conformity	6
3	Terms and definitions	6
4	Ease of operation	9
5	Requirements for review and documentation	10
5.1	Review stages	10
5.2	Suggested process	12
5.3	Documentation	14
6	Context of use	15
6.1	Main goal(s)	15
6.2	Factors relating to other equipment	15
6.3	Physical environmental factors	15
6.4	Social environmental factors	15
7	User characteristics	16
7.1	General	16
7.2	Psychological and social characteristics	17
7.3	Physical and sensory characteristics	19
7.4	Demographics	21
Annex A (informative)	User characteristics -- Further information	22
A.1	Cognitive abilities	22
A.2	Culture	22
A.3	Literacy	23
A.4	Language	23
A.5	Body dimensions	23
A.6	Biomechanical abilities	24
A.7	Design approaches for users with special requirements	24
A.8	Visual and auditory abilities	25
A.9	Handedness	25
A.10	Age	25
A.11	Gender	26
Annex B (informative)	Ease of operation as instantiation of usability as defined in ISO 9241-11	27
Bibliography		28
Figures	Figure 1 -- Example scenario	10
Figure 2 -- Process for analysis of relevant aspects of context of use and user characteristics for everyday product and design review thereafter		13

Figure B.1 -- Ease of operation as an instantiation of the usability framework	27
Figure B.2 -- Framework of usability as in ISO 9241-11:1998	27
Tables Table 1 -- Example documentation by context of use	14
Table 2 -- Example documentation by user characteristic	14