ISO/TS 20282-2:2013-08 (E)

Usability of consumer products and products for public use - Part 2: Summative test method

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Conformity 2

3 Normative references 2

4 Termsanddefinitions 2

5 General principles 6
5.1 Type of usage of the product to be tested 6
5.2 Purpose of the test 6
5.3 Scope of the goals used in the test 7
5.4 Validity and reliability 9
5.5 Ethical issues 9

6 Test procedure overview 9

7 Test method 10
7.1 Purpose and scope of the test 10
7.2 Product(s) to be tested 10
7.3 Context of evaluation 10
7.4 Check that the product is capable of achieving the intended goals for the intended users 15
7.5 Design and perform the test 16

8 Results 20
8.1 General 20
8.2 Goals 20
8.3 Effectiveness 20
8.4 Efficiency 21
8.5 Satisfaction 21

9 Report 21

Annex A (informative) User goals 22

Annex B (informative) Background to the method 25

Annex C (normative) Recruiting a representative sample of users 26

Annex D (normative)Confidenceintervals 29

Annex E (normative) Examples of satisfaction scales 33

Annex F (normative) Format for test reports 35

Annex G (normative)Specificationofusabilityrequirements 41

Annex H (normative)Usabilitytestprocedurespecification 44

Annex I (informative) Feedback on the standard 48

Bibliography 49