

DIN EN 17161:2019-11 (En glisch)

Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users

Contents		Page
European foreword		5
Introduction		6
1	Scope	9
2	Normative references	9
3	Terms and definitions	9
4	Context of the organization - Design for All approach	12
4.1	Accessibility following a Design for All approach	12
4.2	Understanding the organization and its context	12
4.3	Understanding the needs and expectations of interested parties	14
4.4	Determining the scope of the Design for All approach within the organization	14
4.5	Integration with established process systems	14
5	Leadership	15
5.1	Leadership and commitment	15
5.2	Policy	16
5.3	Organisational roles, responsibilities and authorities	17
6	Planning	17
6.1	Actions to address risks and opportunities	17
6.2	Design for All approach objectives and planning to achieve them	18
6.3	Planning for changes	18
7	Support	19
7.1	Resources	19
7.2	Competence	19
7.3	Awareness	20
7.4	Communication	20
7.5	Documented information	20
8	Operation	21
8.1	Operation planning and control	21
8.2	Design and development of products and services	21
8.2.1	Planning to extend the range of users	21
8.2.2	Identifying the intended users	21
8.2.3	Requirements to extend the range of users	22
8.2.4	Realization	23
8.2.5	Evaluation	24
8.3	User involvement	24
8.4	End-to-end chain in relation to accessibility	25
8.5	Control of and communication with external suppliers	26
9	Performance evaluation	26
9.1	Monitoring, measurement, analysis and evaluation	26
9.1.1	General	26
9.1.2	User feedback	27
9.1.3	Analysis and evaluation	27

9.2	Internal audit	28
9.3	Management	28
10	Improvement	29
Annex A (informative) Accessibility, Design for All approach and Human Rights		30
A.1	Introduction	30
A.2	The core mind-set of the Design for All approach	30
A.3	Human Rights and Design for All approach	30
A.4	Sustainable development with a Design for All approach	31
A.5	Access, understand and use	31
A.6	Examples of Design for All approaches	32
Annex B (informative) User involvement		33
B.1	Introduction	33
B.2	Benefits of involving users	33
B.3	Identifying and understanding current and potential users	33
B.3.1	Potential users	33
B.3.2	Demographic statistics	34
B.4	Planning and performing user involvement	34
B.4.1	General	34
B.4.2	Schedule for user involvement	35
B.4.3	Arrangements	35
B.4.4	User feedback and market surveys	35
B.4.5	Ethics of user involvement	36
B.4.6	End-to-end documentation	36
Annex C (informative) Design activities within projects		37
C.1	Introduction	37
C.2	Activities and their inputs	37
C.3	User input to activities	39
C.4	Understand and identify the users and the context of use (8.2.2)	40
C.4.1	Scoping	40
C.4.2	The importance of users (8.3)	40
C.4.3	User groups (8.2.2)	40
C.5	Requirements specification (8.2.3)	40
C.6	Produce solutions to meet the user requirements (8.2.4)	41
C.6.1	High level approach	41
C.6.2	Developing the solution	41
C.6.3	Detailed design decisions	42
C.6.4	Evaluation as design progress	42
C.6.5	Iteration	42
C.7	Evaluation (8.2.5)	42
C.7.1	Evaluation from the earliest stages	42
C.7.2	Focus on evaluation from the user's perspective	42
C.7.3	Iteration and feedback	42
C.7.4	Conformity assessment	43
Annex D (informative) List of requirements		44
D.1	Introduction	44
D.2	List: requirements	44
D.3	List: documented information	49
Annex E (informative) Non exhaustive list of standards and guidance relevant to 'Accessibility following a Design for All approach in products, goods and services'		51
E.1	Introduction	51
E.2	Standards and guidance	51
Bibliography		52