

# ISO 9241-110:2006-04 (E)

## Ergonomics of human-system interaction - Part 110: Dialogue principles

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		vi
1	Scope .....	1
2	Normative references .....	1
3	Terms and definitions .....	2
4	Dialogue principles and recommendations .....	3
4.1	Overview .....	3
4.2	Relationships between dialogue principles .....	4
4.3	Suitability for the task .....	4
4.4	Self-descriptiveness .....	6
4.5	Conformity with user expectations .....	6
4.6	Suitability for learning .....	8
4.7	Controllability .....	9
4.8	Error tolerance .....	10
4.9	Suitability for individualization .....	11
5	Framework for using the dialogue principles and recommendations .....	12
5.1	General .....	12
Bibliography .....		21