DIN EN ISO 9921:2004-02 (E)

Ergonomics - Assessment of speech communication (ISO 9921:2003)

Contents

Page

Foreword ... 2

Introduction ... 3

1 **Scope** ... 4

2 **Normative references** ... 4

3 **Terms and definitions** ... 4

4 **Descriptions of speech communications** ... 6
4.1 **General** ... 6
4.2 **Speaker** ... 6
4.3 **Transmission channel** ... 6
4.4 **Listener** ... 6

5 **Performance of speech communications** ... 6
5.1 **General** ... 6
5.2 **Alert and warning situations** ... 7
5.3 **Person-to-person communications** ... 7
5.4 **Public address in public areas** ... 7
5.5 **Personal communication systems** ... 8
5.6 **Summary of recommended minimum performance** ... 8

6 **Assessment and prediction** ... 8
6.1 **General** ... 8
6.2 **Subjective assessment methods** ... 8
6.3 **Objective assessment and prediction methods** ... 9

Annex A (normative) **Speaker and listener characteristics** ... 10

Annex B (informative) **Subjective speech-intelligibility tests** ... 12

Annex C (informative) **Speech transmission index, STI** ... 15

Annex D (informative) **Overview of the means of communication and related parameters** ... 17

Annex E (normative) **Speech interference level, SIL** ... 21

Annex F (informative) **Intelligibility ratings for speech communications** ... 22

Annex G (normative) **Definition of symbols** ... 24

Annex H (informative) **Examples of applications of predictive intelligibility methods** ... 25

Bibliography ... 30