

Ergonomics of human-system interaction - Part 11:
Usability: Definitions and concepts (ISO 9241-11:2018)

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

See Eesti standard EVS-EN ISO 9241-11:2018 sisaldab Euroopa standardi EN ISO 9241-11:2018 ingliskeelset teksti.	This Estonian standard EVS-EN ISO 9241-11:2018 consists of the English text of the European standard EN ISO 9241-11:2018.
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English Version

**Ergonomics of human-system interaction - Part 11:
Usability: Definitions and concepts (ISO 9241-11:2018)**

Ergonomie de l'interaction homme-système - Partie
11: Utilisabilité - Définitions et concepts (ISO 9241-
11:2018)

Ergonomie der Mensch-System-Interaktion - Teil 11:
Gebrauchstauglichkeit: Begriffe und Konzepte (ISO
9241-11:2018)

This European Standard was approved by CEN on 15 December 2017.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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European foreword

This document (EN ISO 9241-11:2018) has been prepared by Technical Committee ISO/TC 159 "Ergonomics" in collaboration with Technical Committee CEN/TC 122 "Ergonomics" the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2018, and conflicting national standards shall be withdrawn at the latest by November 2018.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN ISO 9241-11:1998.

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Endorsement notice

The text of ISO 9241-11:2018 has been approved by CEN as EN ISO 9241-11:2018 without any modification.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 159 *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

This second edition cancels and replaces the first edition (ISO 9241-11:1998), which has been technically revised.

The main changes compared to the previous edition are as follows:

- the scope has been extended to include systems and services (consistent with other parts of ISO 9241 including ISO 9241-210, and with ISO 26800 and ISO 20282);
- a wider range of goals is considered, including personal outcomes and organizational outcomes;
- *efficiency* has been defined in relation to the results achieved rather than in relation to accuracy and completeness with which users achieve goals;
- *satisfaction* has been clarified to include a wider range of issues.

A list of all parts in the ISO 9241 series can be found on the ISO website.

Introduction

The objective of designing and evaluating systems, products and services for usability is to enable users to achieve goals effectively, efficiently and with satisfaction, taking account of the context of use. This document explains how usability can be interpreted in terms of user performance and satisfaction, and emphasizes that usability is dependent on the specific circumstances in which a system, product or service is used.

This document explains how to interpret each component in the definition of usability: “the extent to which a system, product or service can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use”.

NOTE 1 In this document, usability relates to the outcome of interacting with a system, product or service. Usability, as defined in this document, is not an attribute of a product, although appropriate product attributes can contribute to the product being usable in a particular context of use.

NOTE 2 Usability is a more comprehensive concept than is commonly understood by “ease-of-use” or “user friendliness”.

Usability is relevant to:

- regular ongoing use, to enable users to achieve their goals effectively, efficiently and with satisfaction;
- learning, to enable new users to become effective, efficient and satisfied when starting to use a system, product or service;
- infrequent use, to enable users to be effective, efficient and satisfied, with the system on each reuse;
- use by people with the widest range of capabilities;
- minimizing the risk and the undesirable consequences of use errors; and
- maintenance, in that it enables maintenance tasks to be completed effectively, efficiently and with satisfaction.

Usability is relevant when designing or evaluating interactions with a system, product or service for the purposes of:

- development;
- procurement;
- review or comparison; and
- marketing and market research.

[Annexes A](#) and [B](#) in this document give an explanation of the relationship of usability to other concepts and disciplines such as human-centred design, ergonomics, human factors, human-centred quality, user experience and quality (as used in systems and software engineering), and explain how usability can be considered for different scopes of contexts of use and provide examples of usability measures.

Ergonomics of human-system interaction —

Part 11:

Usability: Definitions and concepts

1 Scope

This document provides a framework for understanding the concept of usability and applying it to situations where people use interactive systems, and other types of systems (including built environments), and products (including industrial and consumer products) and services (including technical and personal services).

NOTE In this document, the phrase “object of interest” refers to the system, product or service for which usability is being considered (see [8.1](#)).

This document:

- explains that usability is an outcome of use;
- defines key terms and concepts;
- identifies the fundamentals of usability; and
- explains the application of the concept of usability.

It does not describe specific processes or methods for taking account of usability in design development or evaluation.

The intended users of this document include:

- usability/ergonomics/human factors professionals;
- designers and developers of systems, products and services;
- quality assurance personnel;
- public and corporate purchasers; and
- consumer organizations.

The most common applications of this document are in design and evaluation.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>