



BSI Standards Publication

## Ergonomics of human-system interaction

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Part 11: Usability: Definitions and concepts (ISO 9241-11:2018)

This is a preview of "BS EN ISO 9241-11:20...". [Click here to purchase the full version from the ANSI store.](#)

## National foreword

This British Standard is the UK implementation of EN ISO 9241-11:2018. It supersedes BS EN ISO 9241-11:1998, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee PH/9, Applied ergonomics.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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## 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.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION  
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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 e 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.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

### 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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# Contents

	Page
<b>Foreword</b> .....	<b>v</b>
<b>Introduction</b> .....	<b>vi</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
3.1 Usability.....	2
3.2 Related concepts and disciplines.....	4
3.3 Other definitions.....	5
<b>4 Rationale and benefits of usability</b> .....	<b>6</b>
<b>5 Usability in a context of use</b> .....	<b>6</b>
5.1 Concept of usability.....	6
5.2 System, product or service.....	8
5.3 Consideration of usability for “specified” circumstances.....	8
5.3.1 General.....	8
5.3.2 Specified users.....	8
5.3.3 Specified goals.....	8
5.3.4 Specified contexts of use.....	8
<b>6 Outcomes of use</b> .....	<b>9</b>
6.1 Usability as an outcome.....	9
6.2 Effectiveness.....	9
6.2.1 General.....	9
6.2.2 Accuracy.....	9
6.2.3 Completeness.....	10
6.3 Efficiency.....	10
6.3.1 General.....	10
6.3.2 Time used.....	11
6.3.3 Human effort expended.....	11
6.3.4 Financial resources expended.....	11
6.3.5 Materials expended.....	11
6.4 Satisfaction.....	11
6.4.1 General.....	11
6.4.2 Physical responses.....	11
6.4.3 Cognitive responses.....	12
6.4.4 Emotional responses.....	12
6.5 Specific uses of the concept of usability.....	12
6.6 Other outcomes of use.....	12
6.6.1 General.....	12
6.6.2 Accessibility.....	12
6.6.3 User experience.....	13
6.6.4 Avoidance of harm from use.....	13
<b>7 Context of use</b> .....	<b>13</b>
7.1 Components of the context of use.....	13
7.2 Users within the context of use.....	14
7.3 Goals within the context of use.....	14
7.4 Tasks within the context of use.....	15
7.5 Resources.....	16
7.5.1 General.....	16
7.5.2 Reusable resources.....	16
7.5.3 Expendable resources.....	16
7.6 Environment.....	16
7.6.1 General.....	16
7.6.2 Technical environment.....	16

This is a preview of "BS EN ISO 9241-11:20...". [Click here to purchase the full version from the ANSI store.](#)

7.6.3	Physical environment.....	17
7.6.4	Social, cultural and organizational environment.....	17
<b>8</b>	<b>Applying the concept of usability.....</b>	<b>17</b>
8.1	Usability that results from use of various objects of interest.....	17
8.2	Characteristics of users, tasks and environments needed for usability.....	18
8.3	Achieving usability in design and development.....	18
8.4	Usability in procurement.....	19
8.5	Usability in a review or when making a comparison.....	19
8.6	Usability inputs to marketing and market research.....	19
<b>Annex A (informative) Relationship of usability to other concepts.....</b>		<b>20</b>
<b>Annex B (informative) Usability measurement.....</b>		<b>25</b>
<b>Bibliography.....</b>		<b>28</b>

This is a preview of "BS EN ISO 9241-11:20...". Click here to purchase the full version from the ANSI store.

## 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](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

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](http://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.



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# 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/>