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Second edition  
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## **Ergonomics of human-system interaction —**

Part 20:

### **An ergonomic approach to accessibility within the ISO 9241 series**

*Ergonomie de l'interaction homme-système —*

*Partie 20: Approche ergonomique de l'accessibilité dans la série ISO  
9241*



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CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
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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](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 of 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 [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*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 122, *Ergonomics*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO 9241-20:2008), which has been technically revised.

The main changes are as follows:

- The guidance in the previous edition has been replaced by references to many different standards that now contain applicable guidance.

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

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

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## Introduction

The ISO 9241 series provides ergonomic guidance that contributes to the accessibility of interactive systems to meet the needs of users.

Two parts of ISO 9241 particularly address accessibility: ISO 9241-171 and ISO 9241-971. In addition, a number of parts in the ISO 9241 series integrate guidance supporting accessibility.

Accessibility in the design of products, systems and services is important to ensure that they are usable by the widest possible range of users. Designed solutions that support accessibility result from the understanding and implementation of user requirements, including those user requirements specific to accessibility.

Ergonomic principles and human-centred design activities contained in the ISO 9241 series provide a basis for identifying user accessibility needs and deriving user requirements specific to accessibility.

This document identifies standards within the ISO 9241 series and in other related standards that contain guidance related to accessibility.