



SLOVENSKI STANDARD SIST EN ISO 24551:2020

01-maj-2020

Nadomešča:
SIST EN ISO 24500:2011

Ergonomija - Dostopno načrtovanje - Govorjena navodila za potrošniške izdelke (ISO 24551:2019)

Ergonomics - Accessible design - Spoken instructions of consumer products (ISO 24551:2019)

Ergonomie - Zugängliche Gestaltung - Sprachführung für Konsumgüter (ISO 24551:2019)

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Ergonomie - Conception accessible - Instructions vocales de produits de consommation (ISO 24551:2019)

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Ta slovenski standard je istoveten z: EN ISO 24551:2019

ICS:

11.180.15	Pripomočki za gluhe osebe in osebe z okvaro sluha	Aids for deaf and hearing impaired people
13.180	Ergonomija	Ergonomics

SIST EN ISO 24551:2020

en,fr,de

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EUROPEAN STANDARD

EN ISO 24551

NORME EUROPÉENNE

EUROPÄISCHE NORM

November 2019

ICS 11.180.15; 13.180

English Version

Ergonomics - Accessible design - Spoken instructions of consumer products (ISO 24551:2019)

Ergonomie - Conception accessible - Instructions orales pour les produits de consommation courante (ISO 24551:2019)

Ergonomie - Zugängliche Gestaltung - Sprachführung für Konsumgüter (ISO 24551:2019)

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COMITÉ EUROPÉEN DE NORMALISATION
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CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

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European foreword

This document (EN ISO 24551:2019) 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of an identical text or by endorsement, at the latest by May 2020, and conflicting national standards shall be withdrawn at the latest by May 2020.

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.

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The text of ISO 24551:2019 has been approved by CEN as EN ISO 24551:2019 without any modification.

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INTERNATIONAL
STANDARD

ISO
24551

First edition
2019-10

**Ergonomics — Accessible design —
Spoken instructions of consumer
products**

*Ergonomie — Conception accessible — Instructions orales pour les
produits de consommation courante*

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ISO 24551:2019(E)

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).

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).

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.

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

This first edition cancels and replaces ISO 24500:2010.

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.

Introduction

Consumer products, as defined in ISO 20282-1, include home electrical appliances, information and telecommunication products, gas-heating equipment, toys, sanitary equipment, health-care products, and cameras, some of which use spoken instructions.

These spoken instructions can assist product users regardless of age, including those with visual impairments or moderate cognitive disorders that can cause reading difficulties, in using the product correctly and safely. The spoken instructions are also helpful for some users who are not accustomed to using the product. Therefore, the instructions should be designed so that they are easy to hear and comprehend.

This document adopts the principles of accessible design given in ISO/IEC Guide 71 and amplified in ISO/TR 22411.

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