
**Ergonomics of human-system
interaction —**

**Part 11:
Usability: Definitions and concepts**

Ergonomie de l'interaction homme-système —

Partie 11: Utilisabilité — Définitions et concepts

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Foreword

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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.