
**Ergonomics of human-system
interaction —**

**Part 20:
An ergonomic approach to
accessibility within the ISO 9241
series**

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Ergonomie de l'interaction homme-système —

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

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Foreword

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- The guidance in the previous edition has been replaced by references to many different standards that now contain applicable guidance.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