



SLOVENSKI STANDARD

oSIST prEN 17161:2025

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Oblikovanje za vse - Upravljanje dostopnosti izdelkov in storitev

Design for All approach - Managing accessibility of products and services

Design für Alle Ansatz - Management der Barrierefreiheit von Produkten und Dienstleistungen

Approche de la conception pour tous - Gestion de l'accessibilité des produits et des services

Ta slovenski standard je istoveten z: prEN 17161

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01.120	Standardizacija. Splošna pravila	Standardization. General rules
03.080.01	Storitve na splošno	Services in general
03.120.01	Kakovost na splošno	Quality in general

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Design for All approach - Managing accessibility of products and services

Approche de la conception pour tous - Gestion de l'accessibilité des produits et des services

Design für Alle Ansatz - Management der Barrierefreiheit von Produkten und Dienstleistungen

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/CLC/JTC 12.

If this draft becomes a European Standard, CEN and CENELEC 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.

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Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation. Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

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prEN 17161:2025 (E)**European foreword**

This document (prEN 17161:2025) has been prepared by Technical Committee CEN/CLC JTC 12 “Design for all”, the secretariat of which is held by SIS.

This document is currently submitted to the CEN Enquiry.

This document will supersede EN 17161:2019.

prEN 17161:2025 includes the following significant technical changes with respect to EN 17161:2019:

- further development of the alignment of the clauses to complement and be integrated to existing organisational management and operational processes, to facilitate the integration of a Design for All approach;
- service provisions included in a new Annex E Accessibility requirements of services;
- annex on non-exhaustive list of standards and guidance relevant to 'Accessibility following a Design for All approach in products, goods and services' is removed and contents added to the Bibliography;
- further developed of applications of use.

This document has been prepared under a standardization request addressed to CEN by the European Commission. The Standing Committee of the EFTA States subsequently approves these requests for its Member States.

For the relationship with EU Legislation, see informative Annex ZA, which is an integral part of this document.

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Introduction

0.1 General

The Design for All approach enables organisations to manage accessibility by prioritising human diversity from the earliest possible time. At the same time organisations can increase their market share and create better opportunities in the procurement system. Accessible and usable products and services are the intended outcomes. The Design for All approach in this document can apply to any organization managing the accessibility of its products and services. This includes involving users to maximize interoperability and accessibility.

Each design process and its outcome are unique. Applying a Design for All approach does not mean “one size fits all”.

NOTE 1 Terms such as “Design for All”, “Universal Design”, “accessible design”, “barrier-free design”, “inclusive design” and “transgenerational design” are often used interchangeably with the same meaning. Annex A address different concepts and explains them in the relation of this document. It also provides with examples.

Implementing the Design for All approach in an organization inspires management to value an inclusive and non-stigmatizing mind-set and supports a culture that prioritises people, innovation and continual improvement.

Managing the Design for All approach ensures optimal practices and activities, so that operations have the best tools and resources in place to enable them to achieve accessible and usable products and services, that is what this document refers to as 'accessibility outcomes'. Any organization with the goal to extend the range of users of its products and services can benefit from applying this document.

0.2 Legal accessibility obligations

All organisations that are subject to legal obligations to fulfil general accessibility requirements can use this document. The requirements in this document can be used to define capacity needed to provide accessible and usable products and services. This can be used in fulfilling legal and contractual obligations, or in purchasing or procurement processes.

The European Accessibility Act, Directive (EU) 2019/882 along with other Union Acts, continues the EU and the member states commitment to accessibility. This document provides a harmonized standard for conformance with the process-related and procedural solutions for the design, development and provision of services to fulfil the accessibility requirements set out in Annex I to Directive 2019/882 in accordance with Section VI thereof. Annex ZA lists the relationship between the requirements in this standard and the relevant accessibility requirements in the European Accessibility Act, Directive (EU) 2019/882 (EAA).

0.3 The benefits from involving users

Each individual user has their own profile of needs, characteristics, capabilities, and preferences, and this fact needs to be recognized when developing mainstream products and services. In order to improve accessibility and usability for a wider diversity of users, an organization will benefit from involving users that can inform about their experience, for instance of accessibility barriers. Furthermore, they can advise on the context of use which can cause barriers to the accessibility and usability of products and services.

0.4 Accessibility along the end-to end chain

Addressing users' accessibility barriers along the end-to-end chain is a key factor to widen the range of users. Accessibility across the end-to-end chain can be addressed in planning, manufacturing, packaging, sales, payment, delivery and support services internally and externally. Different organisations could be involved. Generally, products or services do not exist in isolation.