

Contents	Page
Foreword	iv
Introduction.....	vi
1 Scope	1
2 Terms and definitions	1
3 Rationale for adopting human-centred design.....	4
4 Principles of human-centred design	5
4.1 General	5
4.2 The design is based upon an explicit understanding of users, tasks and environments	5
4.3 Users are involved throughout design and development.....	6
4.4 The design is driven and refined by user-centred evaluation	6
4.5 The process is iterative.....	6
4.6 The design addresses the whole user experience	7
4.7 The design team includes multidisciplinary skills and perspectives	8
5 Planning human-centred design.....	8
5.1 General	8
5.2 Responsibility	8
5.3 Content of plan	9
5.4 Integration with project plan	9
5.5 Timing and resources	9
6 Human-centred design activities	10
6.1 General	10
6.2 Understanding and specifying the context of use	11
6.3 Specifying the user requirements	12
6.4 Producing design solutions	14
6.5 Evaluating the design	16
7 Sustainability and human-centred design	19
8 Conformance	19
Annex A (informative) Overview of the ISO 9241 series	21
Annex B (informative) Sample procedure for assessing applicability and conformance	22
Bibliography.....	32