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Introduction

This draft standard is based on national and international discussions. Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international standards, comments will be reviewed by the relevant UK national committee before sending the consensus UK vote and comments to the international committee, which will then decide appropriate action. If the international standard is approved, it is usual for the text to be published as a British Standard.

For national standards, comments will be reviewed by the relevant UK national committee and the resulting standards published as a British Standard.

UK Vote

Please indicate whether you consider the UK should submit a negative (with supporting technical reasons) or positive vote on this draft. Please indicate if you are aware of any reason why this draft standard should not be published as a British Standard.

Submission of Comments

- **Annotated drafts are not acceptable and will be rejected.**
- All comments should be submitted online at <https://standardsdevelopment.bsigroup.com/>. You will need to register in order to comment.

Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	



DRAFT International Standard

ISO/DIS 9241-222

Ergonomics of human-system interaction —

Part 222: Self-assessment of human-centred design approach

ICS: 13.180

ISO/TC 159/SC 4

Secretariat: **BSI**

Voting begins on:
2025-04-03

Voting terminates on:
2025-06-26

This document is circulated as received from the committee secretariat.

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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 is the first edition.

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.

Introduction

Human-centred design is an approach to interactive systems development that aims to make systems usable and useful by focusing on the users, their needs and requirements, and by applying human factors/ergonomics, and usability knowledge and techniques. This approach enhances effectiveness and efficiency, improves human well-being, user satisfaction, accessibility and sustainability; and counteracts possible adverse effects of use on human health, safety and performance.

The purpose of this document is to provide an accessible entry point into the ISO 9241-200 series of standards, specifically for organizations who may not have any experience with adopting and implementing the human-centred design approach. While the description of the human-centred design approach and self-assessment included in this document are correct and can stand alone, the descriptions and assessments in other standards are notably more detailed and robust.

This document is characterized by the following:

- It includes a self-assessment that allows an organization to determine what principles are already being followed and where improvement can be made, with respect to best practices of human-centred design
- It is intended to be accessible by less-mature organizations (with respect to human-centred design), to help them grow into more-mature organizations.
- It is in alignment with the rest of the ISO 9241-200 family of standards, so it can act as an entry point to the more detailed and involved parts like ISO 9241-210: Human-centred design for interactive systems and ISO 9241-220: Processes for enabling, executing and assessing human-centred design within organizations.
- It drives organizations, by learning about gaps in their processes & practices, to close those gaps by learning more about best practices, including through other relevant ISO standards for human-centred design like the 9241 series.

Ergonomics of human-system interaction —

Part 222: Self-assessment of human-centred design approach

1 Scope

This document provides a self-assessment of an organization's human-centred design principles, processes, and activities throughout the life cycle of computer-based interactive systems. It also provides an overview of information given in the ISO 9241-200 series of standards. It is intended to be used as an introduction and self-assessment guide to human-centred design (HCD). Its target audience are personnel responsible for and managing design processes, and it is concerned with ways in which both hardware and software components of interactive systems can enhance human-system interaction.

It includes a self-assessment that allows organizations to understand and assess their level of awareness and practices with respect to the human-centred design approach and best practices for organizations and project teams within that organization. This self-assessment is provided as a set of survey questions as well as assessment matrices. The survey may be used directly (answering the survey questions to perform an assessment) or by surveying a number of members of a project team or organization. The matrices may be used to report and visualize the results of the survey-based assessment, or as rapid assessments in their own right.

This document does not provide detailed coverage of the methods and techniques required for human-centred design, nor does it address health or safety aspects in detail. Although it addresses the planning and management of human-centred design, it does not address all aspects of project management.

The self-assessment matrices that can be used for organizations to assess their level of maturity and support claims of conformance are provided as informative Annexes.

NOTE 1 Detailed human factors/ergonomics, usability and accessibility issues are dealt with more fully in a number of standards including other parts of ISO 9241 and ISO 6385, which sets out the broad principles of ergonomics.

NOTE 2 Although ISO 9241-222 is described as a self-assessment tool, it also provides a means for ergonomics/human factors/UX/usability consultants to assist organisations in gathering insights into their maturity with respect to the internationally agreed HCD processes defined in ISO 9241-220.

NOTE 3 ISO 9241-221 provides a tool for rigorous and defensible process capability assessment (for example for the purpose of process implementation, certification, preparation of a process improvement campaign, or demonstration of capability within a contract). ISO 9241-221 is intended for use by organizations that want to address and improve their treatment of human-centred design of either their internal systems or the products and services they provide, and the procurement of systems and parts of systems. The processes can be applied by small- and medium-sized enterprises as well as by large organizations. The assessment is normally performed by a third-party process assessment provider according to professional process capability assessment practices.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at <https://www.iso.org/obp>