

Ergonomic requirements for office work with visual display terminals (VDTs) —

Part 4: Keyboard requirements

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National foreword

This British Standard is the English language version of EN ISO 9241-4:1998. It is identical with ISO 9241-4:1998. It supersedes BS 7179-4:1990 which is withdrawn.

The UK participation in its preparation was entrusted by Technical Committee PH/9, Applied ergonomics, to Subcommittee PH/9/6, User system interfaces, which has the responsibility to:

- aid enquirers to understand the text;
- present to the responsible international/European committee any enquiries on the interpretation, or proposals for change, and keep the UK interests informed;
- monitor related international and European developments and promulgate them in the UK.

A list of organizations represented on this committee can be obtained on request to its secretary.

Cross-references

Attention is drawn to the fact that CEN and CENELEC standards normally include an annex which lists normative references to international publications with their corresponding European publications. The British Standards which implement these international or European publications may be found in the BSI Standards Catalogue under the section entitled “International Standards Correspondence Index”, or by using the “Find” facility of the BSI Standards Electronic Catalogue.

A British Standard does not purport to include all the necessary provisions of a contract. Users of British Standards are responsible for their correct application.

Compliance with a British Standard does not of itself confer immunity from legal obligations.

Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, the EN ISO title page, page 2, the ISO title page, pages ii to iv, pages 1 to 20 and a back cover.

This standard has been updated (see copyright date) and may have had amendments incorporated. This will be indicated in the amendment table on the inside front cover.

This British Standard, having been prepared under the direction of the Health and Environment Sector Board, was published under the authority of the Standards Board and comes into effect on 15 October 1998

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Contents

	Page
National foreword	Inside front cover
Foreword	2
Foreword	iii
Test of ISO 9241-4	1

English version

Ergonomic requirements for office work with visual display terminals (VDTs) — Part 4: Keyboard requirements (ISO 9241-4:1998)

Exigences ergonomiques pour travail de bureau
avec terminaux à écrans de visualisation
(TEV) —
Partie 4: Exigences relatives aux claviers
(ISO 9241-4:1998)

Ergonomische Anforderungen für
Bürotätigkeiten mit Bildschirmgeräten —
Teil 4: Anforderungen an die Tastatur
(ISO 9241-4:1998)

This European Standard was approved by CEN on 1 July 1998.

CEN 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. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

CEN

European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

Central Secretariat: rue de Stassart 36, B-1050 Brussels

Foreword

The text of the International Standard ISO 9241-4:1998 has been prepared by Technical Committee ISO/TC 159 “*Ergonomics*” in collaboration with CEN/CS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 1999, and conflicting national standards shall be withdrawn at the latest by February 1999.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

Endorsement notice

The text of the International Standard ISO 9241-4:1998 was approved by CEN as a European Standard without any modification.

NOTE Normative references to International Standards are listed in Annex ZA (normative).

INTERNATIONAL STANDARD

ISO
9241-4

First edition
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Ergonomic requirements for office work with visual display terminals (VDTs) —

Part 4: Keyboard requirements

*Exigences ergonomiques pour travail de bureau avec terminaux à écrans
de visualisation (TEV) —*

Partie 4: Exigences relatives aux claviers



Contents

	Page
Foreword	iii
Introduction	1
1 Scope	1
2 Normative references	1
3 Definitions	1
4 Guiding principles	6
5 Performance criterion	6
6 Design requirements and recommendations	6
7 Measurement	10
8 Conformance	15
Annex A (informative) Usability test (proposed alternative test)	16
Annex B (informative) Bibliography	20
Annex ZA (normative) Normative references to international publications with their relevant European publications	20
Figure 1 — Example of a dished profile keyboard	2
Figure 2 — Example of a flat profile keyboard	2
Figure 3 — Home row	2
Figure 4 — Home row height	3
Figure 5 — Keyboard slope	3
Figure 6 — Numeric keypad [1-2-3 (telephone) layout, left; 7 8-9 (calculator) layout, right]	4
Figure 7 — Example of a stepped profile keyboard	4
Figure 8 — Relationship between key displacement and key force	8
Figure 9 — Measuring the height of the keyboard of row C (home row)	10
Figure 10 — Measuring the slope of the keyboard	11
Figure 11 — Measuring the force required to move the keyboard	11
Figure 12 — Measuring keytop design	12
Figure 13 — Measuring the key displacement	12
Figure 14 — Measuring character height	14
Figure 15 — Measuring character width	14
Figure 16 — Flat, concave and convex keytops	15
Table A.1 — Reflectance of surfaces	18

Descriptors: Ergonomics, office machines, computer peripheral equipment, text processing, data terminal equipment, display devices, keyboards, design, specifications, layout, tests.

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.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

International Standard ISO 9241-4 was prepared by the Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human system interaction*.

ISO 9241 consists of the following parts, under the general title *Ergonomic requirements for office work with visual display terminals (VDTs)*:

- *Part 1: General introduction;*
- *Part 2: Guidance on task requirements;*
- *Part 3: Visual display requirements;*
- *Part 4: Keyboard requirements;*
- *Part 5: Workstation layout and postural requirements;*
- *Part 6: Guidance on the work environment;*
- *Part 7: Requirements for display with reflections;*
- *Part 8: Requirements for displayed colours;*
- *Part 9: Requirements for non-keyboard input devices;*
- *Part 10: Dialogue principles;*
- *Part 11: Guidance on usability;*
- *Part 12: Presentation of information;*
- *Part 13: User guidance;*
- *Part 14: Menu dialogues;*
- *Part 15: Command dialogues;*
- *Part 16: Direct-manipulation dialogues;*
- *Part 17: Form filling dialogues.*

Annex A and Annex B of this part of ISO 9241 are for information only.

