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STANDARD

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JIS S 0012 : 2000

Guidelines for all people
including elderly and people
with disabilities—
Usability of consumer products

ICS 01.110; 13.120; 97.020

Descriptors : accident prevention, domestic accidents, household equipment, old people,
ergonomics

Reference number : JIS S 0012 : 2000 (E)

Foreword

This translation has been made based on the original Japanese Industrial Standard established by the Minister of International Trade and Industry through deliberations at the Japanese Industrial Standards Committee in accordance with the Industrial Standardization Law:

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In the event of any doubts arising as to the contents,
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Guidelines for all people including elderly and people with disabilities— Usability of consumer products

Introduction At present, consumers are surrounded by various kinds of consumer products with switches for electric operation as in electronic equipment, information and communication equipment, OA equipment, burning appliances, toys, equipment for sanitary facilities, health instruments, cameras and so on. This Japanese Industrial Standard has been developed as guidelines mainly for improving the usability of the consumer products used by elderly people and handicapped people. The application of this Standard should be properly chosen in accordance with the kinds of products and other conditions. This Standard does not apply to a special use such as for facilities use, commercial use and professional use.

1 Scope This Standard specifies the matters to be taken into account as the guidelines for the design of the consumer products (hereafter referred to as “product”) used by all consumers including visually handicapped people and elderly people of weakening eyesight, aiming at improving the controllability of operating part such as electric switches.

2 Normative reference The following standard contains provisions which, through reference in this Standard, constitute provisions of this Standard. The most recent edition of the standard indicated below shall be applied.

JIS S 0011 *Guidelines for all people including elderly and people with disabilities—Marking tactile dots on consumer products*

3 Definitions For the purposes of this Standard the following definitions apply:

- a) **operation** An act to be done using the product with the intention of achieving the user’s purpose.
- b) **controllability** Easiness to be understood and to be operated when the user uses the product without error.
- c) **controlling element** The generic term indicating the parts to which the user applies a force directly for its operation and the parts indicating the operational direction, operational procedure, condition of product, etc.

Example : Button, knob, handle, lamp, meter, marking letter, graphic symbol, etc.

- d) **operating part** An aggregation of controlling elements.
- e) **controlling part** Each part to which the user applies a force for the operation of the product.

4 General principles The general principles are as follows:

- a) In designing the product, the factors of controllability are taken into account from the user’s view point.