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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 32261.2-2015

**Usability of consumer products and products for public use --
Part 2: Summative test method**

消费类产品和公用类产品的可用性 第2部分：总结性测试方法
(English Translation)

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Foreword

GB/T 32261 is divided into two parts.

Ease of Part 1 --- Household products. user features for the use of scenarios and design requirements;

Part 2 --- availability of consumer goods and utilities products. summary of test methods.

This section GB/T Part of 232,261.

This section drafted in accordance with GB/T 1.1-2009 given rules.

This section uses the translation method identical with ISO/T S20282-2. "PART 22013 consumer products and public availability of products Score. summative test methods. " this part of the National Standardization Technical Committee learned Ergonomics (SAC/TC7) and focal points.

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Introduction

Many people find that certain consumer products and ready-to-use products (including public consumer products) difficult to install and use, especially for the first time or infrequently used. This situation is clearly not the manufacturer, use of the product as well as product institutions providing services desired by the user of. Therefore, product manufacturers, service providers and the need to make a purchase decision or compare similar products in terms of potential buyers, as Product availability information is an integral part of product development and marketing is very important. Such information will promote production and enable easy installation with products, but also to potential buyers in the purchase and use of the product can be particularly concerned about product availability. If there are no comparison can be with the test results, it is difficult at the time of purchase on the level of availability of products to make judgments.

Product availability (see GB/T 18978.11-2004) refers to the use of specific situations, a particular user to use the product to achieve a specific goal when it has the effectiveness, efficiency and user satisfaction. Effectiveness is fundamental, because it can achieve the desired objectives related. The efficiency and resources (for example, time or energy) to achieve the target user takes, and therefore very important. In addition, users of the product body Whether the test is satisfied with is also very important, especially the user can freely choose whether to use the product, and the ability to easily select other ways Achieve goals. In this section, accessibility is defined as the use of the product in certain situations, to achieve a specific goal, not having a wide range of with the features and capabilities of people to use, has the effectiveness, efficiency and user satisfaction.

Availability and (or) the poor accessibility may cause errors, leading to a variety of risks. For example, failing to achieve the goals or objectives error Standard and inconvenience to the user, the accidental loss or personal injury cause like. In many countries, having to provide for accessibility products, Services and facilities are related to the legal provisions.

Example 1. phone dialing errors may give the caller or the called party (callee passive pay call charges) unnecessary call charges.

In addition to the risk of failing to achieve the goals or objectives error (poor effectiveness) and the potential negative consequences to the user, but also Give users other risks. For example, due to poor product efficiency and delays caused by the user, or due to poor product satisfaction, user root this does not use these "difficult to use" products.

Formative assessment using expert examination method or user-based tests to provide feedback to improve product availability. it is Recommended ISO 9241-210 iterative user-centered design process as an integral part. Summative assessment can be used to test Availability of certified products and (or) accessibility requirements, to provide a reference or provide the basis for comparison of different products. Based on certain criteria or checklist Expert inspection method capable of providing summary data, but this method

of measuring the availability and (or) property and reachability user-based testing the effectiveness, efficiency and satisfaction measurements are very limited in comparison.

Example 2. Studies have found that the problem blind 32 users on 16 sites encountered, only 50% are included in the Web Content Accessibility Guidelines 2.0 (WCAG2.0) success guidelines.

Expert examination method may be performed before user-based tests used to identify (if possible, eliminate) easily found and asked Whether the title, as well as verification of the product to achieve the expected goals target users (see 7.4).

In order to provide comparable and reliable data related to effectiveness, efficiency and satisfaction, the need to establish standardized summative user test drive sequence. This section details the user summative test methods can be used to assess the availability of consumer products and (or) accessibility to and unpacking, setup and ease of installation, utility products (ie including to-use product) availability and (or) reachability. The appropriate method Target for the use reached a clear success criteria, and the main purpose defined products.

This section constitutes part of the context of use of the user characteristic differences in the sources described in more detail, in product usability design these features need to be considered. This section also need to use the information to identify the elements required for testing usage scenarios. About elderly and disabled users for more information, see the user characteristics ISO/T R22411.

Availability of consumer goods and utility products Part 2. Summary of test method

1 Scope

This section GB/T 32261 for summative testing method based on the user's provisions can be used for one or more specific user groups for consumer products and utilities products (ie including to-use product) availability and (or) reachability test. In this test method, Product Accessibility is considered a special case of product availability, accessibility test user participation on behalf of the general user community have extreme characteristics and Capacity crowd. When the test method involves the availability of this method can also be used to test the reachability (unless otherwise specified).

This test method may be employed in the effectiveness, efficiency and satisfaction, effective and reliable measurement.

Note 1: The products include the provision of public services to the public, namely to-use products.

This test method can also be used to evaluate consumer products in packaging, installation and setup of the aspects of open availability and (or) reachability.

This part can be used in the following cases of product availability and (or) reachability test.

- Typical product typical usage scenario can be clearly determined;
- The successful implementation of a standard user can clear objectives;
- A limited number of goals at the same time of the test.

In addition to testing consumer products and utility products, this test method can also be used to test other products having the above characteristics, the system and services.

If a product at the time of use, which the user interacts with the input, output, or highly complex and diverse environmental conditions, such variability or Complexity that it can not be classified as a specific subset of the product is not within the scope of this section, because in this case will not be Obtain reliable results. Appendix A gives examples of objectives and products within the scope of this section.

Example. This test method can be used to test the office copier, online bookstore, ticket sales site or sites of legal advisory services, but not for complex electrical Commerce website, word processing software, or bicycles and other products.

This test method is mainly used to assess the complete version of the product, but can also be used within the organization during the product development of a prototype version of the function Usability and (or) up judgments, assessment and communication.

The test results are summarized testing methods may be used for the following purposes.

The possibility of effectiveness, efficiency and satisfaction to reach the target value --- evaluate the product in actual use;

- Release product availability and (or) the accessibility of information;
- Compare multiple product availability and (or) accessibility;
- The experimental results and the availability and (or) accessibility requirements specification for comparison;
- To support purchasing decisions.

Note 2: In determining the program to test whether meet the availability and (or) accessibility requirements (see Appendix G), the information in Appendix H should be included.

This part is the target user availability and (or) reachability tests professional design and management, who are mainly from the system or on behalf of the manufacturer, supplier, purchaser or a third party (for example, testing agencies or consumer organizations) of these institutions.

2 Conformance

If the following conditions, you can give the product availability and (or) up to measure compliance with this part of the report.