

JIS

JAPANESE
INDUSTRIAL
STANDARD

Translated and Published by
Japanese Standards Association

JIS S 0015 : 2018

Accessible design—Spoken instructions for consumer products

ICS 11.180;13.120;97.020

Reference number : **JIS S 0015 : 2018 (E)**

S 0015 : 2018

Date of Establishment: 2018-02-20

Date of Public Notice in Official Gazette: 2018-02-20

Investigated by: Japanese Industrial Standards Committee
Standards Board for ISO area
Technical Committee on Assistive Technology

JIS S 0015:2018, First English edition published in 2018-10

Translated and published by: Japanese Standards Association
Mita MT Building, 3-13-12, Mita, Minato-ku, Tokyo, 108-0073 JAPAN

In the event of any doubts arising as to the contents,
the original JIS is to be the final authority.

© JSA 2018

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from the publisher.

Printed in Japan

AH/AT

PROTECTED BY COPYRIGHT

Contents

	Page
Introduction	1
1 Scope	1
2 Normative reference	1
3 Terms and definitions	2
4 General requirements	2
5 Considerations regarding specifications of spoken instructions	3
5.1 Considerations regarding listenability	3
5.2 Considerations regarding understandability	4
5.3 Considerations regarding operability	4
6 Contents of spoken instructions	5
7 Assessment of spoken instructions	5
Annex A (normative) Method for volume setting of spoken instructions	6
Annex B (normative) Method for assessment of spoken instructions	7

Foreword

This Japanese Industrial Standard has been established by the Minister of Economy, Trade and Industry, through deliberations at the Japanese Industrial Standards Committee in accordance with the Industrial Standardization Law.

This **JIS** document is protected by the Copyright Law.

Attention is drawn to the possibility that some parts of this Standard may conflict with patent rights, applications for a patent after opening to the public or utility model rights. The relevant Minister and the Japanese Industrial Standards Committee are not responsible for identifying any of such patent rights, applications for a patent after opening to the public or utility model rights.

Accessible design—Spoken instructions for consumer products

Introduction

In recent years, consumer products such as home appliances, telecommunication appliances, gas-fired appliances, toys, sanitary facility equipment, health appliances, and cameras have increasingly been equipped with spoken instruction functions. It is essential that such spoken instructions be designed so that they can be easily heard and properly understood by as many users as possible including elderly persons with age-related hearing impairment. Spoken instructions are indispensable to people who have difficulty in using visual information when operating consumer products.

This Standard is designed to enhance accessibility of consumer products by providing design guidelines regarding spoken instructions for consumer products that address various needs that differ among users. However, this Standard does not require consumer products to be operable solely with spoken instructions.

In drafting of this Standard, reference has been made to the general guides of accessible design, **JIS Z 8071** and **ISO/TR 22411**.

No corresponding International Standard has been established at this point.

1 Scope

This Standard provides requirements for spoken instructions used as a measure to guide users, with or without visual or hearing impairment, in operating consumer products (hereafter referred to as products) or to inform them of the current status of products. The requirements contained in this Standard should be applied to products in consideration of and in line with their type and use condition (e.g. use in public place).

Spoken instructions covered by this Standard are generated either by recording and editing human voice, or creating synthetic voice from text. This Standard is not applicable to spoken instructions or broadcasting subject to stipulation of laws and regulations, such as an evacuation instruction in fire alarms, or those provided in equipment limited for special purposes, such as equipment for facilities, or equipment for commercial or professional purposes.

This Standard covers auditory signals used in conjunction with spoken instructions.

NOTE For general requirements for auditory signals, refer to **JIS S 0013**.

2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this Standard. The most recent edition of the standard (including amendments) indicated below shall be applied.

JIS Z 8106 *International electrotechnical vocabulary Chapter 801: Acoustics and electroacoustics*