

Training for certified Human Centred Design Engineers TÜV®

According to ISO 9241-210, -220

✓ Training objectives

Human centred design is an approach to system design and development that aims to improve usability, accessibility and user experience and avoid harm from use, by focusing on the use of the system. Using a human centred design approach to the design and development of interactive systems has substantial economic and social benefits for users, employers and suppliers, as they tend to be more successful both technically and commercially. In some areas, for example consumer products, purchasers will pay a premium for well-designed products and systems. But it is difficult to establish human centred design system in organization for lots of reasons. Following ISO 9241-210 and 220 you can achieve necessary theory, methodology and tools:

- For implementing human centred design as part of a system development or procurement process and /or support life cycle;
- To assess an enterprise`s existing capability to carry out the human centred design process;
- To improve the application of human centred design as part of an existing system development process;
- To develop competence in human centred design.

When you finish this training, you will learn how to use human-centred methods to improve overall quality of your system, for example, by:

- Increasing the productivity of users and the operational efficiency of organizations;
- being easier to understand and use, thus reducing training and support cost;
- increasing accessibility
- Improving user experience;
- Reducing discomfort and stress;
- Providing a competitive advantage, for example by improving brand image;
- Contributing towards sustainability objective.

✓ Topics

- Basic of human centred design for management and implement following ISO 9241-210, -220
- Introduction to ISO 9241 family
- Overview of ISO 9241-210, -220 core content
- Principle of human centred design process and quality in practice
- Management and implement of human centred design process (HCP 3 and HCP 4)
- Human centred design process in organization (HCP 2)
- Strategy of human centred design (HCP 1)
- Conformance assessment of capability of human-centred design
- Case study, role play exercise and discussion.

✓ Target group

Persons for institutionalizing human centred design in an organization, who need to specify, assess and improve human centred design in an organization: Product Managers, Product Designers, Quality Managers, Process Improvement Professional

✓ Requirements for attendance

No requirements

✓ Certification

Confirmation of participation of TÜV AUSTRIA AKADEMIE GMBH.

If you are taking part in the certification examination, you'll receive a certificate of TÜV AUSTRIA CERT GMBH

✓ Dates

Please mark the desired date and return the scanned form by E-Mail.

x	Course-no.	Course	Date	Duration	Location	Cost excl. VAT
<input type="radio"/>	21.113.136.01	Human Centred Design	On request	16 TU	Online Training Course	on request.

Available languages: English Chinese

We are interested in implementing an Inhouse-Training. Please contact us.

✓ Information & contact

The International Training Courses are offered in English language as inhouse trainings on demand and partly as classroom trainings through our affiliate companies in local language as well as online training courses.

We would be glad to send you an offer tailored to meet the needs of your company. Please give us some detailed information about your needs!

For further information, please contact: academy@tuv.at, +43 50454-8174

Registration: academy@tuv.at | www.tuv-academy.at

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