

適用於整個社會的國際標準

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(以下譯文節錄自 Mr. Wraight 的發言)

1. 澳洲標準(Standard Australia)在1922年成立。我們和澳洲政府及機構在製訂標準、立法等方面緊密合作。國際標準化組織(ISO)在50年前成立。目前有147個會員，即有147個經濟體派員參加。我們制訂了大約13,500項國際標準。
2. 由於人的體能有所差異，我們要制訂標準，使到產品及運作的設計能夠適合所有人，尤其是能力較弱的人士使用，例如產品包裝的設計便應能適合手部乏力的人士使用。標準化亦應該可以照顧到個人因身體功能退化，包括視覺、聽覺、記憶及集中力等所衍生的特別需要。很多標準，尤其是有關商品的標準是提供予生產商自由採用。但有些標準，尤其是在建築監管方面，則屬制訂法規的參考資料。我們的目的是制訂適當標準，使產品和服務可以供不同年齡的人士使用，從而進一步提高生活質素。
3. 社會上每個人都應能獲得所需的商品、服務和生活環境。標準化有助我們走向這個目標。符合標準的產品即符合所有人士使用，自當增加銷量和流通量。
4. 標準化對產品和服務的設計有很大影響。標準化委員會按年長及傷殘人士所提出的需要釐訂標準，符合「通用設計」及可用性設計的基本原則。
5. 國際標準化組織(ISO)及國際電工技術委員會(IEC)發表了兩份主要文件：政策宣言及聯合指引71號。
6. 指引文件ISO/IEC 71號是一份實務指引，專為年長和傷殘人士的需要而設。指引增強我們了解不同人在使用產品和服務時所遇到的限制，與及帶出標準化對產品和服務可用性的影響。
7. 產品製造商會發現71號文件有助他們設計及生產更多人能夠使用的貨品及服務。文件明確地指出標準化能處理的問題，但不會過份影響設計創作。對標準設計者及生產商來說，71號文件是一份有用及務實的指引。它有助於改善年長和傷殘人士的生活質素，減低歧視與及製造所有人士都能使用的產品。

Global Standards for the Whole of Society

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(The following are excerpts of Mr. Wraight's presentation)

1. The Standard Australia was founded in 1922. We work closely with the Australian government, agencies and corporations on standard-related matters, standardization legislation, etc. ISO was founded 50 year ago and now we have 147 members. In other words, there are 147 economies represented in ISO. We develop and maintain around 13,500 international standards which are grouped using consensus methodologies.
2. We recognize that people have varying abilities. The challenge is to design standards for products and processes can be made for people with varying capabilities, in particular those with diminishing capabilities. For example, diminishing hand force can affect the way products are packaged. Diminishing capabilities such as visual problems, hearing problems, memory and concentration problems, etc. mean special needs which can be catered for by standards. Many market standards are adopted on a voluntary basis, especially in the product sector. But standards are also used as reference in the formulation of regulations, particularly in the building control area. The goal is to improve the quality of life, to build an age friendly environment, to provide age friendly goods and services, and to make age friendly standards.
3. ISO and IEC have two principal documents, the Policy Statement and a joint document Guidance document Guide 71.
4. It is important for society that everyone has access to products, services and environment. We improve accessibility, which further enhances the quality of life and reduce discrimination. Products that fulfill these requirements will increase world trading volume, as goods are more friendly for the entire population.
5. Standardization greatly influences the design of products and services and therefore plays a very important role in the field. The basic principles of universal or accessible design are observed, which are contributed by representations of older persons and people with a disability in the Standardization Committees.

6. The Guidance document, ISO/IEC Guide 71 is a practical guide for standardization committees. It is to address the needs of older persons, and people with a disability. The intention behind Guide 71 is to inform, increase understanding and raise awareness about how human abilities impact on the usability of products, services and environments, to outline the relationship between the requirements in standards and the accessibility and usability of products and services. Manufacturers will find that the guide will help them to design and produce more products and services that more people can use, at little or no extra cost. It identifies problem areas which must be addressed in standards, while recognizing the constraint that standards should not usually be design-restrictive. Guide 71 is really a useful and practice guide for standard developers and manufacturers. It helps to enhance the quality of life of older persons and people with disabilities, reduce discrimination and, at the same time, generate user-friendly products for the entire population.
7. The Standards Development Process:
 1. to define the Standards Project
 2. to ensure the Standardization Committee is well-equipped
 3. to develop the content of standard.
 4. to review the standardization process
 5. finally, to publish the standard.
8. We have thousands of ISO committees and working groups. The more relevant to our topic here are:
 - (I) Technical Management Board (TMB); which I chair;
 - (II) Policy Committee on Consumer Safety (COPOLCO)
 - (III) ISO/TC 59 Building Construction
 - (IV) ISO/TC 173 Technical Systems and aids for disabled or handicapped persons
 - (V) ISO/TC 178 Lifts, escalators, passenger conveyors
 - (VI) ISO/TC 215 Health Informatics
 - (VII) ISO/TC 222 Personal financial planning.
The confidence criteria of personal financial planning is defined. If we are to protect people in older age by providing financial security, this is certainly very important.
 - (VIII) JTC 1/SC 17 Cards and personal identification

