

# LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

## ISO 9241DMS — Ergonomics for Consumer Products

*ISO Certification Programme*



---

### LAPT — London Academy of Professional Training

**Address** 85 Great Portland Street, W1W 7LT, London, United Kingdom

**Email** [info@lapt.org](mailto:info@lapt.org)

**Telephone** +44 7513 283044

**Web** [lapt.org](http://lapt.org)

**Reference** SSR-DMS-9241DMS • ISO Security Safety & Risk

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

|               |                                                |
|---------------|------------------------------------------------|
| REFERENCE     | SSR-DMS-9241DMS                                |
| AWARD         | Certificate                                    |
| ASSESSMENT    | 430 marks — 258 to pass (60%)                  |
| PREREQUISITES | None                                           |
| VALIDITY      | Lifetime                                       |
| AWARDING BODY | LAPT — London Academy of Professional Training |

CURRICULUM

1

Design Methodologies

5 chapters · 30 classes 65 marks

• 1 Understanding Ergonomics: Principles and Importance — 6 classes

› 1.1 Define Ergonomics and Its Relevance in Design

› 1.2 Explore Key Principles of Ergonomics in Consumer Products

› 1.3 Identify Common Ergonomic Issues in Product Design

› 1.4 Analyze Case Studies of Effective Ergonomic Designs

› 1.5 Apply Ergonomic Principles to a Mock Design Challenge

› 1.6 Evaluate the Impact of Ergonomics on User Experience

• 2 User-Centered Design: Theoretical Frameworks — 6 classes

› 2.1 Define User-Centered Design Principles and Concepts

› 2.2 Explore Theoretical Frameworks Underpinning User-Centered Design

› 2.3 Analyze Case Studies Illustrating User-Centered Design in Action

› 2.4 Identify Stakeholder Needs and Contexts in User-Centered Design

› 2.5 Apply User-Centered Design Methods in Product Development

› 2.6 Evaluate User Feedback to Enhance Design Iterations

• 3 Analyzing User Needs: Research Methods — 6 classes

› 3.1 Identify Key User Needs through Surveys

› 3.2 Conduct User Interviews for In-Depth Insights

› 3.3 Analyze Observational Data to Understand User Behavior

› 3.4 Employ Personas to Represent User Types Effectively

› 3.5 Synthesize Research Findings into Actionable Design Requirements

› 3.6 Validate User Needs with Prototype Testing

• 4 Prototyping and Testing: Iterative Design Processes — 6 classes

› 4.1 Understand the Core Principles of Iterative Design

› 4.2 Explore Methods for Rapid Prototyping Techniques

› 4.3 Analyze User Feedback for Design Improvement

› 4.4 Create Low-Fidelity Prototypes Using Basic Materials

› 4.5 Test Prototypes with Real Users to Gather Insights

› 4.6 Refine Design Solutions Based on Iterative Testing Results

• 5 Implementing Ergonomic Design: Standards and Compliance — 6 classes

› 5.1 Understand ISO 9241DMS Standards for Ergonomics

› 5.2 Identify Key Principles of Ergonomic Design in Consumer Products

› 5.3 Evaluate Compliance Requirements for Ergonomic Products

› 5.4 Apply Ergonomic Principles to Design Processes

› 5.5 Conduct User Research to Inform Ergonomic Design

› 5.6 Demonstrate Implementation of Ergonomic Solutions in Design Projects

**• 1 Understanding Ergonomics: Foundations and Importance** — 6 classes

- › 1.1 Define Ergonomics: Exploring Key Concepts and Terminology
- › 1.2 Identify the Importance of Ergonomics in Consumer Products
- › 1.3 Analyze the Relationship Between Ergonomics and User Experience
- › 1.4 Evaluate Ergonomic Risks: Recognizing Common Hazards
- › 1.5 Apply Ergonomic Principles: Designing for Comfort and Usability
- › 1.6 Assess the Impact of Ergonomics: Measuring Success in Product Design

**• 2 Human Factors and User-Centered Design** — 6 classes

- › 2.1 Explore Human Factors in User-Centered Design
- › 2.2 Identify Key Principles of Ergonomics
- › 2.3 Analyze User Needs and Contexts
- › 2.4 Evaluate Design Solutions through User Testing
- › 2.5 Apply Ergonomic Principles to Product Development
- › 2.6 Discuss the Impact of Ergonomics on User Experience

**• 3 Risk Assessment in Domestic Environments** — 6 classes

- › 3.1 Identify Common Ergonomic Risks in Domestic Settings
- › 3.2 Analyze the Impact of Poor Ergonomics on Daily Activities
- › 3.3 Evaluate Ergonomic Principles for Common Household Items
- › 3.4 Conduct a Basic Risk Assessment in Your Home Environment
- › 3.5 Develop Solutions to Mitigate Identified Ergonomic Risks
- › 3.6 Create an Action Plan for Ongoing Ergonomic Improvements

**• 4 Evaluating Ergonomic Product Design: Tools and Techniques** — 6 classes

- › 4.1 Identify Key Ergonomic Principles in Design Evaluation
- › 4.2 Analyze User Needs and Preferences in Product Use
- › 4.3 Apply Ergonomic Assessment Methods for Product Evaluation
- › 4.4 Utilize Measurement Tools for Ergonomic Analysis
- › 4.5 Interpret Evaluation Results to Inform Design Improvements
- › 4.6 Develop a Action Plan for Implementing Ergonomic Changes

**• 5 Implementing Ergonomic Solutions: Strategies for Leadership** — 6 classes

- › 5.1 Assessing Workplace Ergonomics: Identifying Areas for Improvement
- › 5.2 Engaging Stakeholders: Building a Collaborative Ergonomic Strategy
- › 5.3 Evaluating Ergonomic Solutions: Tools and Metrics for Success
- › 5.4 Implementing Change: Developing an Action Plan for Ergonomics
- › 5.5 Training Teams: Best Practices for Ergonomic Awareness and Adoption
- › 5.6 Monitoring and Sustaining Ergonomic Practices: Ensuring Long-term Success

**• 1 Understanding ISO Standards: Framework and Importance** — 6 classes

- › 1.1 Explore the Purpose and Benefits of ISO Standards
- › 1.2 Identify Key ISO Standards Relevant to Ergonomics
- › 1.3 Analyze the Framework of ISO 9241DMS for Leadership
- › 1.4 Evaluate Compliance Requirements for ISO Standards
- › 1.5 Discuss the Role of Ergonomics in Consumer Product Design
- › 1.6 Develop a Plan for Implementing ISO Standards in Practice

**• 2 Core Principles of Ergonomics in Consumer Products** — 6 classes

- › 2.1 Understand Key Ergonomic Principles in Consumer Products
- › 2.2 Identify Common Ergonomic Issues in Product Design
- › 2.3 Analyze User Needs and Behaviors for Better Ergonomics
- › 2.4 Evaluate Existing Products Against Ergonomic Standards
- › 2.5 Apply Ergonomic Concepts to Improve Product Usability
- › 2.6 Develop a Compliance Framework for Ergonomic Products

**• 3 Application of ISO 9241 in Domestic Safety Contexts** — 6 classes

- › 3.1 Understand ISO 9241: Key Principles and Concepts
- › 3.2 Identify Ergonomic Risks in Domestic Environments
- › 3.3 Analyze Ergonomic Design Features in Consumer Products
- › 3.4 Evaluate Compliance with ISO 9241 in Household Items
- › 3.5 Develop Strategies for Enhancing Home Safety Using ISO Principles
- › 3.6 Create a Safety Improvement Plan Based on ISO 9241 Standards

**• 4 Compliance Strategies for ISO Standards in Product Development** — 6 classes

- › 4.1 Identify Key ISO 9241DMS Standards in Product Development
- › 4.2 Analyze Compliance Requirements for Ergonomic Design
- › 4.3 Evaluate Current Product Designs Against ISO Standards
- › 4.4 Develop Compliance Checklists for Product Teams
- › 4.5 Implement Review Processes for ISO Compliance
- › 4.6 Create Action Plans for Continuous Compliance Improvement

**• 5 Leadership in Ergonomics: Driving Change and Compliance** — 6 classes

- › 5.1 Define Leadership Roles in Ergonomics
- › 5.2 Identify Key ISO 9241DMS Principles
- › 5.3 Analyze the Impact of Ergonomics on Consumer Products
- › 5.4 Develop Strategies for Promoting Ergonomic Compliance
- › 5.5 Implement Change Management Techniques for Ergonomic Standards
- › 5.6 Evaluate Success Metrics for Ergonomic Leadership Initiatives

### • 1 Understanding Ergonomics in Consumer Product Design — 6 classes

- › 1.1 Define Ergonomics and Its Importance in Consumer Products
- › 1.2 Identify Key Principles of Ergonomic Design
- › 1.3 Analyze User Needs and Context in Product Design
- › 1.4 Evaluate Existing Consumer Products for Ergonomic Compliance
- › 1.5 Develop Ergonomic Guidelines for New Product Development
- › 1.6 Implement a Feedback Loop for Continuous Ergonomic Improvement

### • 2 Identifying Ergonomic Risks in Domestic Environments — 6 classes

- › 2.1 Assess Environmental Factors Affecting Ergonomics
- › 2.2 Identify Common Ergonomic Risks in Household Activities
- › 2.3 Evaluate the Impact of Furniture Design on Comfort and Safety
- › 2.4 Analyze the Role of Technology in Ergonomic Hazards
- › 2.5 Develop Risk Mitigation Strategies for Everyday Tasks
- › 2.6 Create an Ergonomic Improvement Plan for Domestic Spaces

### • 3 Integrating Ergonomic Principles into Product Development — 6 classes

- › 3.1 Identify Key Ergonomic Principles for Product Development
- › 3.2 Analyze User Needs and Context in Ergonomic Design
- › 3.3 Integrate Ergonomic Principles into Product Conceptualization
- › 3.4 Evaluate Prototypes through Ergonomic Testing Methods
- › 3.5 Collaborate with Stakeholders to Enhance Ergonomic Solutions
- › 3.6 Implement Continuous Improvement Strategies for Ergonomics

### • 4 Leading Ergonomics Initiatives: Strategies and Best Practices — 6 classes

- › 4.1 Assess Current Ergonomics Practices in Your Organization
- › 4.2 Identify Key Stakeholders for Ergonomics Initiatives
- › 4.3 Develop a Strategic Plan for Implementing Ergonomics
- › 4.4 Foster a Culture of Ergonomics Awareness and Education
- › 4.5 Measure the Impact of Ergonomics Initiatives on Performance
- › 4.6 Sustain Ergonomics Improvements through Continuous Feedback

### • 5 Evaluating Outcomes of Ergonomics Implementation — 6 classes

- › 5.1 Analyze Ergonomics Assessment Metrics
- › 5.2 Identify Key Performance Indicators for Ergonomics
- › 5.3 Conduct User Feedback Surveys Post-Implementation
- › 5.4 Compare Pre- and Post-Implementation Data
- › 5.5 Assess the Impact of Ergonomics on Productivity
- › 5.6 Present Findings and Recommendations for Future Initiatives

### • 1 Understanding Product Safety Standards and Regulations — 6 classes

- › 1.1 Define Key Product Safety Standards
- › 1.2 Explore the Importance of Compliance in Product Safety
- › 1.3 Identify Major Regulations Impacting Consumer Products
- › 1.4 Analyze Case Studies on Product Safety Failures
- › 1.5 Assess the Role of Risk Assessment in Product Development
- › 1.6 Develop a Compliance Checklist for New Products

### • 2 Identifying Hazards in Consumer Products — 6 classes

- › 2.1 Identify Common Hazards in Consumer Products
- › 2.2 Analyze the Impact of Ergonomics on Product Safety
- › 2.3 Assess Risk Factors Related to Specific Consumer Goods
- › 2.4 Utilize ISO 9241DMS Guidelines for Hazard Identification
- › 2.5 Develop a Risk Assessment Matrix for Consumer Products
- › 2.6 Apply Findings to Enhance Product Design and Safety

### • 3 Risk Assessment Methodologies for Products — 6 classes

- › 3.1 Identify Key Components of Risk Assessment Methodologies
- › 3.2 Analyze Different Risk Assessment Techniques for Consumer Products
- › 3.3 Evaluate the Role of Ergonomics in Product Safety Risks
- › 3.4 Conduct a Preliminary Risk Assessment on a Sample Product
- › 3.5 Develop Mitigation Strategies for Identified Risks
- › 3.6 Present and Justify Risk Assessment Findings to Leadership

### • 4 Evaluating Risk Factors and Prioritization — 6 classes

- › 4.1 Identify Common Risk Factors in Consumer Products
- › 4.2 Analyze the Impact of Ergonomics on User Safety
- › 4.3 Assess Potential Hazards in Product Design
- › 4.4 Prioritize Risks Using a Risk Matrix
- › 4.5 Develop Mitigation Strategies for High-Priority Risks
- › 4.6 Implement and Monitor Safety Measures in Product Development

### • 5 Developing and Implementing Risk Mitigation Strategies — 6 classes

- › 5.1 Identify Key Product Risks Through Assessment Techniques
- › 5.2 Analyze and Prioritize Risks Using Data-Driven Methods
- › 5.3 Develop Targeted Mitigation Plans for High-Risk Areas
- › 5.4 Implement Mitigation Strategies with Practical Examples
- › 5.5 Evaluate the Effectiveness of Risk Mitigation Measures
- › 5.6 Communicate Risk Mitigation Strategies to Stakeholders

**• 1 Foundations of User Research in Ergonomics** — 6 classes

- › 1.1 Define Ergonomics in User Research Context
- › 1.2 Identify Core Principles of User-Centered Design
- › 1.3 Explore Different Research Methods in Ergonomics
- › 1.4 Analyze User Needs Through Contextual Inquiry
- › 1.5 Evaluate User Feedback for Product Improvement
- › 1.6 Apply Findings to Develop Ergonomic Solutions

**• 2 Methods and Techniques for User Analysis** — 6 classes

- › 2.1 Identify User Needs through Qualitative Research
- › 2.2 Conduct Quantitative Surveys for User Insights
- › 2.3 Analyze User Behavior using Usability Testing
- › 2.4 Synthesize Findings from Mixed-Methods Research
- › 2.5 Create User Personas to Guide Product Development
- › 2.6 Present and Apply User Analysis Results to Design Decisions

**• 3 User Profiling and Segmentation Strategies** — 6 classes

- › 3.1 Define User Profiling and Its Importance in Product Design
- › 3.2 Identify Key User Segmentation Techniques for Effective Research
- › 3.3 Analyze User Demographics and Psychographics for Targeting
- › 3.4 Develop User Personas Based on Market Data and Insights
- › 3.5 Apply User Segmentation Strategies to Real-World Scenarios
- › 3.6 Evaluate the Impact of User Profiling on Product Development

**• 4 Evaluating User Needs and Usability Requirements** — 6 classes

- › 4.1 Identify User Needs Through Surveys and Interviews
- › 4.2 Analyze User Data to Extract Usability Requirements
- › 4.3 Create User Personas to Inform Design Decisions
- › 4.4 Develop Scenarios of Use for Evaluating Context
- › 4.5 Test Usability Requirements with Prototyping Techniques
- › 4.6 Refine Design Based on User Feedback and Testing

**• 5 Integrating User Insights into Ergonomic Design Processes** — 6 classes

- › 5.1 Identify User Needs Through Surveys and Interviews
- › 5.2 Analyze User Feedback for Ergonomic Improvement
- › 5.3 Develop User Personas to Inform Design Decisions
- › 5.4 Integrate Usability Testing in the Design Process
- › 5.5 Collaborate with Cross-Functional Teams for User-Centric Design
- › 5.6 Evaluate Design Solutions Through User-Centric Metrics