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Development of Inclusive and Technology-Supported Assembly Workplaces: An Axiomatic Design Approach

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As Industry 5.0 drives a shift toward socially sustainable, human-centered manufacturing, designing workplaces accessible to individuals with disabilities remains a critical challenge. Traditional industrial environments often lack the flexibility to accommodate diverse abilities, resulting in exclusion and performance gaps. This paper utilizes Axiomatic Design (AD) to establish structured guidelines for integrating inclusive principles with emerging technologies. By leveraging AD's systematic decomposition, the framework translates stakeholder needs into three core functional requirements: ensuring process accessibility, enhancing ergonomic and psychosocial well-being, and enabling technology-supported autonomy. The proposed framework maps these requirements onto specific design solutions, such as collaborative robotics and augmented reality. By bridging the gap between high-level social sustainability and practical engineering, this research provides a scalable roadmap for developing industrial workplaces that are both operationally efficient and universally inclusive.

Keywords: Inclusion, Axiomatic Design, Accessibility. Human-Centered Design, Industry 5.0

1. Introduction and Motivation

Industry 5.0 re-centers the human element. This paradigm prioritizes social sustainability, requiring industrial systems to be both efficient and inclusive to ensure meaningful workforce participation for all individuals, regardless of ability (Ordieres-Mere et al., 2023).

Traditional industrial workplaces are often designed around standardized anthropometric models, creating systemic barriers for individuals with physical or cognitive impairments. Consequently, workers with disabilities face exclusion, reduced well-being, and significant performance gaps (Sutherland et al., 2016). Industry 5.0 technologies, such as Collaborative Robots (cobots) enabling Human-Robot Collaboration (HRC), and Augmented Reality (AR), offers a promising pathway to promote inclusion through adaptable and human-centred technology support (Mark et al., 2022; Bonello et al., 2025). However, the integration of such advanced technologies into the workplace is often performed in an ad hoc manner. There is a lack of systematic methodologies that can translate the needs of inclusion into concrete, measurable technical requirements (van Berkel and Breit, 2024).

To bridge this gap, this paper proposes the application of Axiomatic Design (AD) as a structured methodology for the development of inclusive, technology-supported assembly workplaces. Through AD, designers can systematically map the high-level requirements of inclusion and worker well-being onto specific technological solutions (Brown and Rauch, 2019). The primary objective of this research is to provide a framework that supports the creation of workplaces that are both productive and accessible. Through the AD decomposition process, we identify three critical Functional Requirements: (i) ensuring the physical accessibility of production systems, (ii) enhancing the ergonomic and psychosocial well-being of the workers, and (iii) enabling the seamless integration of assistive technologies.

2. State of the Art

By properly deploying AR and HRC, the production system evolves in a way that ensures workers with disabilities are not merely assisted but empowered to remain central figures in the production process, performing high-precision, value-adding tasks with independence and professional dignity. (Mark et al., 2022; Bonello et al., 2025; Lanzone et al., 2026).

2.1. *Human-Robot Collaboration (HRC)*

HRC has moved industrial robotics from physical segregation to fenceless, shared-task interactions (Gualtieri et al., 2021), enabling a synergy between human and robot. A critical factor is cobot motion, where trajectories influences both physical and cognitive workload: anthropomorphic movements, for instance, significantly influence an operator's perceived safety or discomfort (Fraboni et al., 2023). HRC might be a promising solution to enhance the inclusion of workers with disabilities. In that regard, Dei et al. (2024) showed that multimodal reciprocal feedback between cobots and workers with Autism Spectrum Disorder (ASD) enhances the inclusion of the latter ones in terms of productivity, efficiency and cognitive workload Husing et al. (2021) found that robotic support reduces physical workload and increases the independence of persons with upper body limitations. Mondellini et al. (2023) reported improved task performance and productivity thanks to personalized robotic support, whereas Takeuchi et al. (2020) demonstrated the potential of telerobotics to enable persons with disabilities to perform remote tasks efficiently. Similarly, Stohr et al. (2018) demonstrated that cobot-assisted workstations enhance coordination and precision for workers facing functional challenges.

2.2. *Spatial Augmented Reality (SAR)*

SAR systems enable touchless interaction, allowing operators to input commands without the need to hold physical devices or manually manipulate hardware, which is a significant advantage for workers with sensory or physical disability (Lanzone et al., 2026). A significant strength of SAR systems is their high degree of configurability according to the operator’s cognitive profile. The number of steps, the level of detail in instructions, and the color of projected elements can be flexibly adjusted (Lanzone et al., 2026). Beyond the individual workstation, SAR has been integrated into broader production lines where AI-based systems dynamically distribute tasks according to the operators' capabilities (Jost et al., 2022). Furthermore, to support persons with disabilities during complex production tasks, support features like non-intimidating chatbots have been embedded into the interface to provide immediate assistance (Grund et al., 2020).

2.3. *Head-Mounted Augmented Displays (HMD)*

Unlike projection-based systems, wearable HMDs follow the user's field of vision, providing a persistent information layer regardless of orientation. (Bryant and Hemsley, 2022; Nagy et al., 2023). To ensure users keep their hands free, research has examined the use of smart bracelets that allow for command input through wrist rotation. Results show that this method reduces assistance requests from operators with cognitive disabilities and leads to fewer accidental activations compared to virtual buttons (Romero and Stahre, 2021). Across multiple studies, HMDs have been associated with a reduction in error rates and task completion times, enabling persons with disabilities to complete tasks independently without external help (Araujo et al., 2019).

3. Methodology

The methodology applies the AD, which involves an iterative structured decomposition Functional Requirements (FRs) and Design Solutions (DSs) facilitating the development of complex, multi-level hierarchies while maintaining the logical independence of each design solution (Brown and Rauch, 2019). The first two levels of the decomposition (Level 0 and Level 1) focus on generic, high-level solutions. By keeping these levels broad, the framework remains adaptable to a wide range of industrial contexts and various types of disabilities. In the second and third level, the hierarchy shifts from generic to specific. Furhtermore, the third level provides design guidelines (DGs) required for the development and validation of the inclusive workstation by deploying HRC and AR.
The AD followed a multinational survey of employees with disabilities, identifying critical gaps in accessibility and ergonomic strain. These findings were further refined through iterative consultations with social cooperatives and industrial partners. This collaborative, participatory approach allowed the framework not to be a top-down engineering model, but a bottom-up reflection of lived experiences and real-world shop floor challenges (Corcuff et al., 2024).

3.1. *Top-Level Definition*

At the highest level of the hierarchy (Level 0), we define the primary framework goal and its enabling paradigm:

FR_0: Enable inclusive industrial workplaces for people with physical or cognitive disabilities.
DS_0: Design for human-centeredness workplaces integrating Industry 5.0 technologies.

IR5.0 is selected as key part of the primary design solution (DS_0) as it is the first industrial paradigm to explicitly embed inclusion, ethics, and well-being as foundational design goals (European Commission, 2024).

3.2. *Primary Functional Requirements (FRs)*

Following the AD decomposition process, FR_0 is decomposed into three main branches that reflect main design pillars’ goals:

FR_1: Make production systems and processes accessible.
DS_1: Design for Accessibility (United Nations Committee on the Rights of Persons with Disabilities, 2018)

FR_2: Enhance physical, cognitive, and social well-being

DS_2: Human-Centered Design (HCD) (Antonaci et al., 2024)

FR_3: Mitigate the performance gap between operators with and without disability.
DS_3: Adaptive Task Design and Support Systems (Mark et al., 2022).

3.2.1. *FR_1: Make production systems and processes accessible*

The first branch of the AD hierarchy addresses the fundamental entry barriers of the industrial environment, ensuring that all workers, regardless of physical, cognitive, or sensory disability can interact seamlessly with the production system. In defining the solution (DPs) for FR_1, several alternatives were evaluated and proposed by the authors, of which only one can be chosen:

- Assistive Technology Integration: While helpful, this approach was deemed too reactive, focusing on "compensating" for a worker's limitations rather than removing the systemic barriers of the environment.
- Universal Design Principles: Although ethically aligned with inclusion, this was found to be too passive and generic, lacking the granular specificity needed to address the targeted needs of workers with varying degrees of disability.

Compared to these alternatives, authors selected Design for Accessibility (DS_1) as the appropriate solution as aligned with human-centricity and social sustainability aspects (United Nations Committee on the Rights of Persons with Disabilities, 2018).

3.2.2. *FR_2: Enhance physical, cognitive, and social well-being*

The second branch of the AD hierarchy, FR_2, is dedicated to enhancing the physical, cognitive, and social well-being of the operator. In selecting the most appropriate solution, the following alternatives were considered:

- Universal Design: This approach was found to be too generic for the complex, individualized needs of workers with specific physical or cognitive profiles.
- Health and Safety Compliance: Although essential, this alternative was discarded as the primary DP because it focuses on meeting minimum legal safety thresholds. It lacks the aspirational and personalized dimensions required to foster true social well-being.

Consequently, HCD (DS_2) was as supports broader EU inclusion frameworks by promoting autonomy, respect, and equitable treatment (Antonaci et al., 2024).

3.2.3. FR_3: *Mitigate the performance gap between operators*

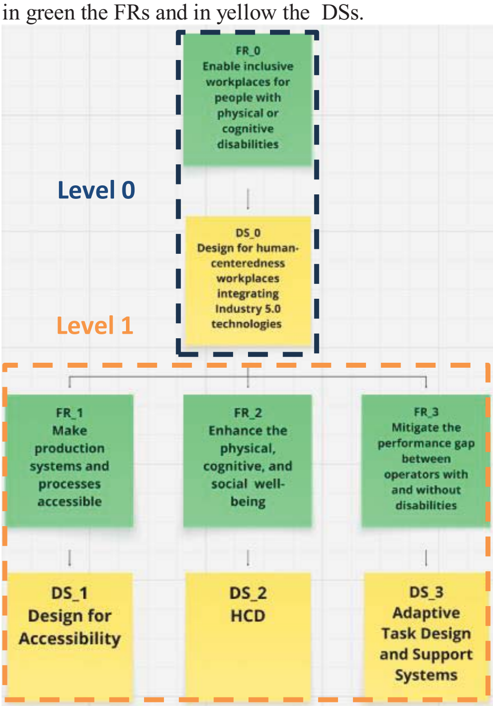
The third branch of the hierarchy, FR_3, is aimed at mitigating the performance gap between operators with and without impairments. In evaluating the optimal solution for this requirement, the following alternatives were analysed:

- Job Matching Based on Ability: This approach was rejected as it often reinforces segregation. By limiting workers to tasks that "fit" their current limitations, it reduces opportunities for professional growth and skill acquisition.
- Increased Automation of Complex Tasks: Although this would technically mitigate performance gaps, it carries the high risk of deskilling the workforce or excluding humans from meaningful roles entirely, which contradicts the fundamental values of Industry 5.0.

Consequently, Adaptive Task Design and Support Systems (DS_3) was identified as the optimal solution to satisfy the requirement for performance mitigation. The selection of this specific solution over these alternatives is justified by interconnected strategic factors that align with both the project goals and the broader Industry 5.0 paradigm. First, the system embodies a high degree of HCD. Second, it is designed to create a collaborative synergy between human operators and advanced technologies. By facilitating real-time adjustments and dynamic adaptability, the system effectively narrows the productivity gap between operators with different functional profiles. Finally, these systems can be

easily updated or reconfigured, ensuring that the inclusive workstation remains operationally viable (Mark et al., 2022).
In Fig.1, the decomposition of the AD for the Level 0 and Level 1.

Fig.1 AD Decomposition for the Level 0 and Level 1: in green the FRs and in yellow the DSs.



3.4. *FR_3 Decomposition*

The third branch of the AD hierarchy focuses on mitigating the performance gap between worker with and without disability. The following sections focus on the decomposition of FR_3 of the AD as in its further levels the technologies (HRC and AR) proposed are presented as the main solutions among other alternatives considered. In this second level, two Functional Requirements were chosen by the authors:

FR_3.1: Enhance the Physical Performance of Workers with Disability.
DS_3.1: IR5.0 Adaptive Technologies (Bonello et al., 2025)

FR_3.2: Enable Autonomous Activities.
DS_3.2: Real-Time Task Coaching System (Drolshagen et al., 2024)

3.4.1 *FR_3.1 Enhance the Physical Performance of Workers with Disability*

To satisfy FR_3.1, the following alternatives were analysed:

- Modular Task Delegation: it can prevent workers from engaging with more complex or varied tasks, limiting their professional development.
- Conventional Task Redesign: assembly activities require high-dimensional precision or significant physical exertion, where manual modifications alone cannot substitute for advanced technological intervention.

IR5.0 Adaptive Technologies (DS_3.1) was selected as provides dynamic support by addressing the needs of the worker. Furthermore, it ensures the flexibility of Industry 5.0, allowing the same workstation to be setup with different assistance profiles for diverse operators.

3.4.2. *FR_3.2 Enable Autonomous Activities*

In evaluating the optimal solution for FR_3.2, other technological alternatives were analysed:

- Personalized Interface Modes: they provide mostly indirect support and lack the spatial guidance necessary for physical assembly.
- Sensor-Driven Smart Workstations: such systems often require excessive customization and may inadvertently diminish the user's sense of agency.

Real-Time Task Coaching System (DS_3.2) was selected as the most effective solution among the alternatives. This system provides interactive, step-by-step visual guidance that fosters cognitive independence by reducing the cognitive workload of external human monitoring (Drolshagen et al., 2024). Furthermore, this coaching approach prioritizes skill growth, enabling the worker to internalize the assembly process and achieve long-term professional development while maintaining full autonomy on the shop floor.

3.5. *Final Level of FR_3 Decomposition*

In the third level of the FR_3 decomposition, two further FRs and their DPs were analysed:

FR_3.1.1: Integrate physical assistance systems (Dei et al., 2024).
DS_3.1.1: Collaborative automation with adaptive control modes (Dei et al., 2024).

FR_3.2.1: Ensuring step-by-step task guidance through a visual interface.
DS_3.2.1: AR Multimodal task assistant systems, either SAR or HMD (Lanzone et al., 2026).

Regarding FR_3.1.1 other alternatives were analyzed to satisfy this requirement.

- Fully Automatic Systems: they significantly limit skill retention and worker autonomy, effectively bypassing the human rather than fostering inclusion.
- Pre-programmed Robots: these non-adaptive systems fail to accommodate individual needs, making them fundamentally non-inclusive.

Collaborative automation with adaptive control modes (DS_3.1.1) was selected. It promotes intuitive interaction through hand-guided interfaces and gesture-based commands, removing the barriers of complex programming and making advanced technology accessible to users regardless of their prior technical expertise.
Regarding FR_3.2.1, further alternatives were evaluated:

- Single-mode Real-time Guidance: rejected for being inherently exclusive to deaf or hard-of-hearing users and for being ineffective in noisy industrial settings.
- Preprogrammed Cobot Assistance: without a clear interface, the operator may follow the robot's lead without grasping the underlying procedural logic, which ultimately limits skill acquisition and job satisfaction.

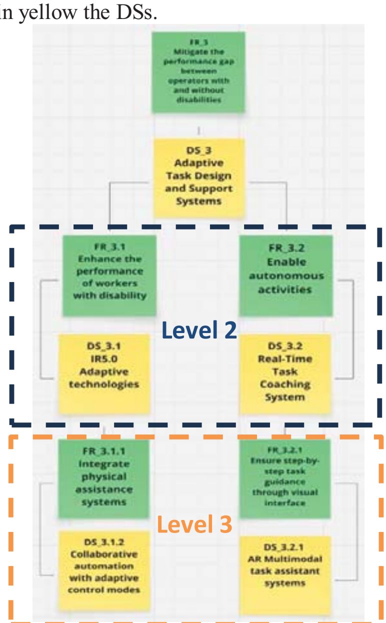
AR Multimodal task assistant systems (DS_3.2.1) was selected. This solution can be dynamically configured with high-contrast visuals for the visually impaired or simplified, color-coded prompts and customized icons for neurodivergent workers, ensuring a truly inclusive and accessible interface.
Regarding the last level of the decomposition, authors pointed out the main DGs to design the solutions to satisfy the requirements. For the DS_3.1.1, the DPs are:

- Limit speed and force during physical interaction to prevent injury (< 500 mm/s).
- Include real-time sensing (e.g., force/torque sensors, vision) to detect human presence and adjust motion.
- Refer to ISO standards (ISO TS15066/10218) when contacts can potentially occur between human and robot.

The DGs for the DS_3.2.1 are:
- Support personalization: text size, contrast, narration speed/volume, language, color-blind-safe palettes.
- Reveal only the current step's cues ("progressive disclosure"); allow quick "Back/Repeat/Pause."
- Time-limit animations; no flashing above safe rates.
- Use data strictly for support/improvement, not punitive evaluation.

In the Fig. 2, the decomposition of AD for the FR_2 in Level 2 and Level 3.

Fig.2 AD Decomposition of the FR_3: in green the FRs and in yellow the DSs.



4. Discussion

The proposed framework serves as a structured decision-making map that guides designers through a logical, hierarchical decomposition. By strictly mapping functional requirements to design solutions, a designer can ensure that a technological intervention, such as HRC or AR, satisfies a specific human need without creating conflicts.

While this study addresses the general case of disability, the specific nature of a worker's impairment dictates the refinement of the AD decomposition at its last levels of the decomposition. Physical disabilities primarily drive requirements for modular ergonomics and reconfigurable assistance to compensate for limitations in strength or range of motion (Bonello et al., 2025). Conversely, cognitive and neurodiverse profiles necessitate prioritizing mental workload management through simplified, focus-oriented instructions. For sensorial disabilities, the design must emphasize redundant information delivery through alternative modalities. This transition toward the final levels of decomposition ensures a highly personalized selection of solutions (Mark et al., 2022). The proposed framework remains extensible to emerging IR5.0 technologies. Future research should explore physiological sensors to detect fatigue or stress in real-time to have a more comprehensive evaluation of the physiological state of the operator (Romero and Sthare, 2021). Furthermore, integrating AI models can enhance the inclusion of workers with disabilities (Agostinho et al., 2023), though AI requires a rigorous ethical framework to ensure data privacy and worker agency (Serrano-Santoyo et al., 2021).

5. Conclusion

This study demonstrates that AD serves as a robust scientific foundation for translating the social objectives of Industry 5.0 into actionable engineering guidelines. By mapping high-level sustainability goals onto specific technological solutions like cobots and AR, the framework moves beyond ad hoc assistance toward a standardized, scalable design logic. While representing an initial structural proposal, this research bridges the gap between social ethics and practical industrial design. Ultimately, it provides a roadmap for deploying technologies that empower rather than replace the worker, fostering an industrial future that is universally accessible, efficient, and truly human-centered.

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