SLOVENSKI STANDARD
SIST EN ISO 27501:2019

01-september-2019

Organizacija, osredotočena na človeka - Smernice za vodje (ISO 27501:2019)

The human-centred organization - Guidance for managers (ISO 27501:2019)

Die menschzentrierte Organisation - Anleitung für Führungskräfte (ISO 27501:2019)

Organisme centré sur l'humain - Lignes directrices pour les dirigeants ISO 27501:2019)

Ta slovenski standard je istoveten z: **EN ISO 27501:2019**

ICS:

03.100.30	Vodenje ljudi	Management of human resources

SIST EN ISO 27501:2019 en,fr,de

iTeh STANDARD PREVIEW
(standards.iteh.ai)

EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN ISO 27501

March 2019

ICS 13.180

English Version

The human-centred organization - Guidance for managers (ISO 27501:2019)

Organisme centré sur l'humain - Lignes directrices pour les dirigeants (ISO 27501:2019)

Die menschzentrierte Organisation - Anleitung für Führungskräfte (ISO 27501:2019)

This European Standard was approved by CEN on 15 February 2019.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.

EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

Ref. No. EN ISO 27501:2019 E

EN ISO 27501:2019 (E)

Contents

Page

iTeh STANDARD PREVIEW
(standards.iteh.ai)

European foreword

This document (EN ISO 27501:2019) has been prepared by Technical Committee ISO/TC 159 "Ergonomics" in collaboration with Technical Committee CEN/TC 122 "Ergonomics" the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2019, and conflicting national standards shall be withdrawn at the latest by September 2019.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Endorsement notice

iTeh STANDARD PREVIEW

The text of ISO 27501:2019 has been approved by CEN as EN ISO 27501:2019 without any modification.

(standards.iteh.ai)

iTeh STANDARD PREVIEW

(standards.iteh.ai)

INTERNATIONAL STANDARD

ISO 27501

First edition
2019-02

The human-centred organization — Guidance for managers

Organisme centré sur l'humain — Lignes directrices pour les dirigeants

Reference number
ISO 27501:2019(E)

© ISO 2019

ISO 27501:2019(E)

COPYRIGHT PROTECTED DOCUMENT

Contents

iteh STANDARD PREVIEW
(standards.iteh.ai)

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso .org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 1, *General ergonomics principles*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document is based on ISO 27500, which explains to executive board members the principles that enshrine the values and beliefs that make an organization human-centred. The term *human-centred* is used to reflect that organizations not only have an impact on their customers (the users of their products and services), but also on other stakeholders, including their employees, their families, and the wider community. ISO 27500 explains seven principles of *human centredness*, which are:

— capitalize on individual differences as an organizational strength;

— make usability and accessibility strategic business objectives;

— adopt a total system approach;

— ensure health, safety and wellbeing are business priorities;

— value personnel and create meaningful work;

— be open and trustworthy; and

— act in socially responsible ways.

Although it is recognized that organizations establish their governance systems based on a set of principles which they develop (as described in ISO 30408), the principles described here are considered to be essential to be included by organizations that wish to make the claim of being human-centred.

Human factors and ergonomics provide an effective and valuable approach for managers to utilize in their day-to-day work to support the achievement of a human-centred organization.

The requirements and recommendations of this document are intended to be applicable to various types of organizations in the private, public and non-profit sectors, whether large or small. Organizations vary in their assignment of management responsibilities. Some larger organizations can assign the responsibilities set out in this document to multiple managers, while some smaller organizations can have these assigned to a few managers or even one manager. While not all clauses of this document are of equal use to all types of organizations, all the core subjects are relevant to every organization. It is the individual organization's responsibility to identify which clauses are relevant and significant for the organization to address, through its own considerations and through dialogue with stakeholders.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

The human-centred organization — Guidance for managers

1 Scope

This document is intended to be used within organizations that embrace and intend to implement the principles of human centredness outlined in ISO 27500.

This document is intended to provide requirements and recommendations on the human factors and ergonomics approach to achieving a successful and sustainable human-centred organization. It outlines managers' responsibilities ranging from organizational strategy to development of procedures and processes enabling human centredness, and the implementation of those procedures and processes.

This document provides requirements and recommendations for managers and the actions to be taken in order for an organization to achieve human centredness.

This document can be used:

a) by managers to understand and improve human-centred aspects of their activities;

b) by managers to identify how their staff can improve human-centred aspects of their activities;

c) to provide a basis for training managers how to be human-centred;

d) to provide a basis for organizations to evaluate the performance of managers.

It is not a management systems standard. Nor is it intended to prevent the development of standards that are more specific or more demanding.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
ergonomics
human factors
scientific discipline concerned with the understanding of interactions among human and other elements of a *system* (3.5), and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance

Note 1 to entry: This definition is consistent with that given by the International Ergonomics Association.

[SOURCE: ISO 26800:2011, 2.2]