
The human-centred organization — Guidance for managers

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

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 27501:2019

<https://standards.iteh.ai/catalog/standards/iso/eb176335-1113-418e-9fb1-255e5e6246bc/iso-27501-2019>



iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 27501:2019

<https://standards.iteh.ai/catalog/standards/iso/eb176335-1113-418e-9fb1-255e5e6246bc/iso-27501-2019>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2019

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 The human-centred organization and ergonomics	4
4.1 The seven principles of a human-centred organization.....	4
4.2 Ergonomics/human factors.....	5
5 Stakeholders and management levels	6
5.1 Stakeholders and value co-creation.....	6
5.2 Change of perspective: Internal customers and external employees.....	7
5.3 Management responsibilities.....	7
6 Strategic planning and human-centred activities	8
7 Management responsibilities in a human-centred organization	10
7.1 General.....	10
7.2 Organizational policies.....	11
7.3 Organizational activities.....	11
7.3.1 General.....	11
7.3.2 Integration.....	11
7.3.3 Planning.....	12
7.3.4 Operations management.....	12
7.4 Consideration of Individual differences, usability, and accessibility.....	13
7.4.1 General.....	13
7.5 Communication.....	13
7.5.1 General.....	13
7.5.2 Open and transparent communications.....	13
7.5.3 Effective communications.....	14
8 Conformance	14
Annex A (informative)	15
Annex B (informative)	19
Bibliography	27

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.

<https://standards.iteh.ai/catalog/standards/iso/eb176335-1113-418e-9fb1-255e5e6246bc/iso-27501-2019>

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.