

SVENSK STANDARD

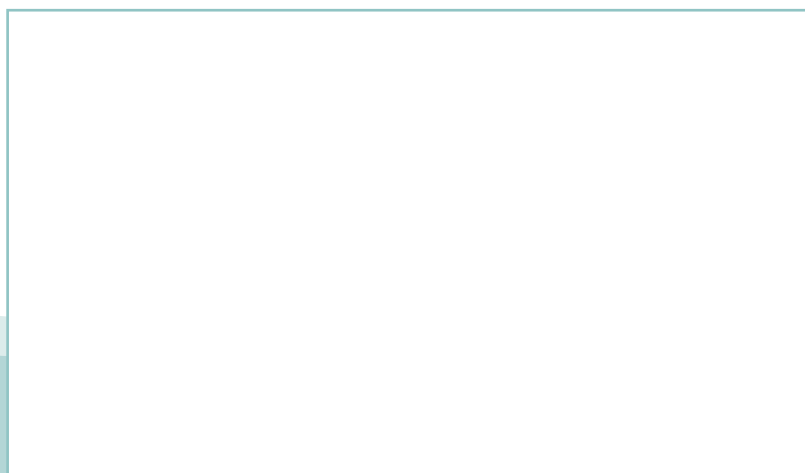
SS-EN ISO 27501:2019



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Den människocentrerade organisationen – Vägledning för chefer (ISO 27501:2019)

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



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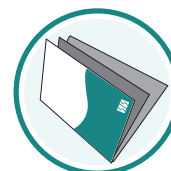
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Europastandarden EN ISO 27501:2019 gäller som svensk standard. Detta dokument innehåller den officiella engelska versionen av EN ISO 27501:2019.

The European Standard EN ISO 27501:2019 has the status of a Swedish Standard. This document contains the official version of EN ISO 27501:2019.

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Denna standard är framtagen av kommittén för Ergonomi, SIS/TK 380.

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EUROPEAN STANDARD

EN ISO 27501

NORME EUROPÉENNE

EUROPÄISCHE NORM

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 menschenzentrierte Organisation - Anleitung für Führungskräfte (ISO 27501:2019)

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

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EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

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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of an identical text or by endorsement, at the latest by September 2019, and conflicting national standards shall be withdrawn at the latest by September 2019.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.

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Endorsement notice

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

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.

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]

SS-EN ISO 27501:2019 (E)

**3.2
organization**

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, association, charity or institution or part or combination thereof, whether incorporated or not, public or private.

[SOURCE: ISO 9000:2015, 3.2.1, modified — Note 2 to entry has been deleted.]

**3.3
usability**

extent to which a *system* (3.5), product or *service* (3.6), can be used by specified *users* (3.13) to achieve specified goals with *effectiveness* (3.7), *efficiency* (3.8) and satisfaction in a specified context of use

[SOURCE: ISO 9241-210:2010, 2.13, modified — Note 1 to entry has been removed.]

**3.4
accessibility**

extent to which products, *systems* (3.5), *services* (3.6), environments and facilities can be used by people from a population with the widest range of *user* (3.13) needs, characteristics and capabilities to achieve identified goals in identified contexts of use

Note 1 to entry: "Context of use" includes direct use or use supported by assistive technologies.

[SOURCE: ISO 9241-125:2017]

**3.5
system**

combination of interacting elements organized to achieve one or more stated purposes

[SOURCE: ISO 26800:2011, 2.7, modified — The Notes to entry have been removed.]

**3.6
service**

means of delivering value for the *stakeholder* (3.9) by facilitating results which the stakeholder wants to achieve

Note 1 to entry: Services can include both human-system interactions (e.g. accessing a word processor through the web) and human-human interactions (e.g. a citizen interacting with a clerk at the post office counter).

Note 2 to entry: The results of the service can be intangible and tangible in nature.

Note 3 to entry: Delivered value consists of fundamental value, knowledge value and emotional value.

[SOURCE: ISO/IEC 20000-1:2018, 3.2.15, modified — In the definition, the terms "stakeholder" and "results" have been substituted for "customer" and "outcomes". Notes 1 to 2 to entry have been changed and Note 3 to entry has been added.]

**3.7
effectiveness**

accuracy and completeness with which *users* (3.13) achieve specified goals

[SOURCE: ISO 9241-11:2018, 3.1.12]

**3.8
efficiency**

resources used in relation to the results achieved

[SOURCE: ISO 9241-11:2018, 3.1.13, modified — Note 1 to entry has been removed.]

3.9 stakeholder

person or *organization* (3.2) that can affect, be affected by, or perceive themselves to be affected by a decision or activity

Note 1 to entry: Includes, but not limited to environmental organizations, investors, communities, regulators, employees, specific employee groups and customers.

[SOURCE: ISO 31000:2018, 3.3, modified — Note 1 to entry has been changed.]

3.10 workspace

volume allocated to one or more persons in the work *system* (3.5) to complete the work *tasks* (3.12)

[SOURCE: ISO 6385:2016, 2.9]

3.11 environment

physical, chemical, biological, organizational, social and cultural factors surrounding one or more persons

[SOURCE: ISO 26800:2011, 2.3]

3.12 task

set of activities undertaken in order to achieve a specific goal

Note 1 to entry: These activities can be physical, perceptual and/or cognitive.

Note 2 to entry: While goals are independent of the means used to achieve them, tasks describe particular means of achieving goals.

[SOURCE: ISO 9241-11:2018, 3.1.11]

3.13 user

person who interacts with a *system* (3.5), product or *service* (3.6)

[SOURCE: ISO 26800:2011, 2.10, modified — Notes 1 to 3 to entry have been removed.]

3.14 customer

organization (3.2) or individual purchasing property, products, or *services* (3.6), for commercial, private, or personal use

Note 1 to entry: A customer does not necessarily have a financial relationship with the organization.

[SOURCE: ISO 27500:2016, 2.2, modified — In the definition, the phrase "public purposes" has been changed to "personal use" and Note 1 to entry has been added.]

3.15 fundamental value

value expected by *stakeholders* (3.9)

3.16 knowledge value

value stemming from knowledge of *stakeholders* (3.9), through their interactions