



**NSAI**  
Standards

Irish Standard  
I.S. EN ISO 27500:2017

# The human-centred organization - Rationale and general principles (ISO 27500:2016)

## I.S. EN ISO 27500:2017

*Incorporating amendments/corrigenda/National Annexes issued since publication:*

The National Standards Authority of Ireland (NSAI) produces the following categories of formal documents:

I.S. xxx: Irish Standard — national specification based on the consensus of an expert panel and subject to public consultation.

S.R. xxx: Standard Recommendation — recommendation based on the consensus of an expert panel and subject to public consultation.

SWiFT xxx: A rapidly developed recommendatory document based on the consensus of the participants of an NSAI workshop.

*This document replaces/revises/consolidates the NSAI adoption of the document(s) indicated on the CEN/CENELEC cover/Foreword and the following National document(s):*

*NOTE: The date of any NSAI previous adoption may not match the date of its original CEN/CENELEC document.*

*This document is based on:*

EN ISO 27500:2017

*Published:*

2017-05-03

*This document was published  
under the authority of the NSAI  
and comes into effect on:*

2017-05-21

ICS number:

13.180

NOTE: If blank see CEN/CENELEC cover page

NSAI  
1 Swift Square,  
Northwood, Santry  
Dublin 9

T +353 1 807 3800  
F +353 1 807 3838  
E standards@nsai.ie  
W NSAI.ie

Sales:  
T +353 1 857 6730  
F +353 1 857 6729  
W standards.ie

Údarás um Chaighdeáin Náisiúnta na hÉireann

## National Foreword

I.S. EN ISO 27500:2017 is the adopted Irish version of the European Document EN ISO 27500:2017, The human-centred organization - Rationale and general principles (ISO 27500:2016)

This document does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

For relationships with other publications refer to the NSAI web store.

**Compliance with this document does not of itself confer immunity from legal obligations.**

*In line with international standards practice the decimal point is shown as a comma (,) throughout this document.*

This page is intentionally left blank

**EUROPEAN STANDARD**  
**NORME EUROPÉENNE**  
**EUROPÄISCHE NORM**

**EN ISO 27500**

May 2017

ICS 13.180

English Version

**The human-centred organization - Rationale and general  
principles (ISO 27500:2016)**

Organisme centré sur l'humain - Justification et  
principes généraux (ISO 27500:2016)

Die menschenzentrierte Organisation - Zweck und  
allgemeine Grundsätze (ISO 27500:2016)

This European Standard was approved by CEN on 12 April 2017.

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: Avenue Marnix 17, B-1000 Brussels**

**EN ISO 27500:2017 (E)**

<b>Contents</b>	<b>Page</b>
<b>European foreword.....</b>	<b>3</b>

## **European foreword**

The text of ISO 27500:2016 has been prepared by Technical Committee ISO/TC 159 “Ergonomics” of the International Organization for Standardization (ISO) and has been taken over as EN ISO 27500:2017 by 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 November 2017, and conflicting national standards shall be withdrawn at the latest by November 2017.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] 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**

The text of ISO 27500:2016 has been approved by CEN as EN ISO 27500:2017 without any modification.

This page is intentionally left blank



# INTERNATIONAL STANDARD

**ISO  
27500**

First edition  
2016-03-01

---

---

## **The human-centred organization — Rationale and general principles**

*Organisme centré sur l'humain — Justification et principes généraux*



Reference number  
ISO 27500:2016(E)

© ISO 2016

**ISO 27500:2016(E)**



**COPYRIGHT PROTECTED DOCUMENT**

© ISO 2016, Published in Switzerland

All rights reserved. Unless otherwise specified, 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  
Ch. de Blandonnet 8 • CP 401  
CH-1214 Vernier, Geneva, Switzerland  
Tel. +41 22 749 01 11  
Fax +41 22 749 09 47  
copyright@iso.org  
www.iso.org

# Contents

Page

<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Terms and definitions</b> .....	<b>1</b>
<b>3 Understanding what being human-centred means for the organization</b> .....	<b>3</b>
3.1 The benefits of being human-centred.....	3
3.2 The responsibility of organizations to be human-centred.....	3
3.3 The growth of a human-centred approach from design to organizations.....	4
3.4 Characteristics of the human-centred approach to design.....	4
3.5 The human-centred approach, regulation, and legislation.....	4
<b>4 Principles of the human-centred approach</b> .....	<b>5</b>
4.1 General.....	5
4.2 Capitalize on individual differences as an organizational strength .....	5
4.3 Make usability and accessibility strategic business objectives .....	5
4.4 Adopt a total system approach.....	5
4.5 Ensure health, safety, and well-being are business priorities .....	6
4.6 Value personnel and create meaningful work .....	6
4.7 Be open and trustworthy .....	6
4.8 Act in socially responsible ways.....	7
<b>5 Risks from failing to apply human-centred principles</b> .....	<b>7</b>
5.1 General.....	7
5.2 Complexity of risk .....	7
5.3 Assessing risk.....	8
5.4 Managing and mitigating risk .....	8
<b>6 Guidance on implementing human-centred principles and minimising risks</b> .....	<b>9</b>
6.1 General.....	9
6.2 Ways of ensuring that the principles have been applied .....	9
6.3 Risks from failing to apply human-centred principles .....	10
<b>7 Guidance on integrating a human-centred approach throughout the organization</b> .....	<b>12</b>
7.1 General.....	12
7.2 The relationship of an organization's characteristics to the human-centred approach.....	12
7.3 Practices for integrating a human-centred approach throughout the organization.....	13
7.4 Reviewing and continually improving the organization's actions related to the human-centred approach .....	13
<b>Annex A (informative) International Standards relevant to each principle of the human-centred approach</b> .....	<b>14</b>
<b>Annex B (informative) Examples of organizations whose websites indicate support for the principles</b> .....	<b>15</b>
<b>Bibliography</b> .....	<b>20</b>

## ISO 27500:2016(E)

### 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](http://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](http://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 on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is ISO/TC 159, *Ergonomics*, Subcommittee SC 1, *General ergonomics principles*.

## Introduction

NOTE This introduction serves as an executive summary of this International Standard.

Human well-being is now recognized by the G7 (the world's seven biggest economies) as an important economic measure to complement traditional measures of national output. Organizations are being judged not only on their return on the investment of their owners, but also on much broader issues such as how well they fulfil their responsibility to the society and the impact they have on the environment in both the short and long term. In those areas, organizations often turn to high level standards such as ISO 26000, ISO 31000, and ISO/IEC 38500.

This International Standard explains to executive board members the values and beliefs that make an organization human-centred, the significant business and operational benefits that arise, and the policies they need to put in place to achieve this. This International Standard identifies the key criteria which demonstrate that each principle has been met, the implications for the organization of failing to meet the relevant criteria and what steps can be taken to mitigate the risks of such failure.

Adding value by applying a human-centred approach to enhance total system performance and human well-being is the objective of ergonomics (also known as human factors). ISO 26800 describes the general ergonomics approach and specifies basic ergonomics principles and concepts applicable to the design and evaluation of tasks, jobs, products, tools, equipment, systems, organizations, services, facilities, and environments. There are a number of standards on ergonomics and human factors based on these principles and concepts which can be used by managers, engineers, and designers in selecting, designing, and managing systems and equipment to ensure that they are effective, efficient, and satisfying to use. These International Standards are not normally the direct concern of the executive board of an organization.

This International Standard, in contrast, draws on that extensive body of ergonomics and human factors knowledge and presents the rationale and general principles of *human-centredness* in a concise form for executive board members. It explains the seven principles which characterize a human-centred organization. These principles are the following:

- capitalize on individual differences as an organizational strength;
- make usability and accessibility strategic business objectives;
- adopt a total system approach;
- ensure health, safety, and well-being are business priorities;
- value employees and create a meaningful work environment;
- be open and trustworthy;
- act in socially responsible ways.

In design processes, the term user-centred is often used to reflect that the design of the product, system, or service takes account of human characteristics both to minimize risks and to optimize well-being and performance. 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 their employees, their families and the wider community.

This International Standard is intended to be useful to all types of organizations (whether large or small) in the private, public, and non-profit sectors. While not all parts of this International Standard will be of equal use to all types of organizations, the principles are relevant to every organization. Each organization will identify which issues are relevant and significant to address through its own considerations and through dialogue with stakeholders. Governmental organizations, like any other organization, may wish to use this International Standard. However, it is not intended to replace, alter, or in any way, change the obligations of the state.

## **ISO 27500:2016(E)**

Related International Standards, including some under development on ergonomics processes, are intended to be used by managers who are responsible for implementing the human-centred approach in the organization. They will contain both recommendations and requirements.

# The human-centred organization — Rationale and general principles

## 1 Scope

This International Standard is intended for executive board members and policy makers of all types of organizations (whether large or small) in the private, public and non-profit sectors.

It describes the values and beliefs that make an organization human-centred, the significant business benefits that can be achieved, and explains the risks for the organization of not being human-centred. It provides recommendations for the policies that executive board members need to implement to achieve this. It sets out high-level human-centred principles for executive board members to endorse in order to optimize performance, minimize risks to organizations and individuals, maximize well-being in their organization, and enhance their relationships with the customers. The importance of organizational policy to address human-centredness is emphasized.

This International Standard is not a management system standard. It is not intended or appropriate for certification purposes or regulatory or contractual use.

This International Standard is not intended to prevent the development of national standards that are more specific or demanding.

## 2 Terms and definitions

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

### 2.1

#### **consumer**

individual member of the general public purchasing or using property, products, or services for personal use

### 2.2

#### **customer**

organization or individual purchasing property, products, or services for commercial, private, or public purposes

### 2.3

#### **accessibility**

extent to which products, systems, services, *environments* (2.5), and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use

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

Note 2 to entry: When evaluating accessibility, the three measures of usability (*effectiveness* (2.9), *efficiency* (2.10), and *satisfaction* (2.11)) can be important.

[SOURCE: ISO 26800:2011, 2.1, modified]

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

- 
- Looking for additional Standards? Visit Intertek Inform Infostore
  - Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation
-