

# ISO 55012:2024-07 (E)

## Asset management - Guidance on people involvement and competence

---

### Contents

Page

- Foreword..... iv
- Introduction..... v
- 1 Scope..... 1
- 2 Normative references..... 1
- 3 Terms and definitions..... 1
- 4 Context of the organization..... 2
  - 4.1 Considerations..... 2
  - 4.2 Actions recommended..... 3
  - 4.3 Potential benefits..... 3
- 5 Leadership..... 3
  - 5.1 Considerations..... 3
  - 5.2 Attributes of effective leadership..... 4
    - 5.2.1 General..... 4
    - 5.2.2 Vision..... 4
    - 5.2.3 Commitment..... 4
    - 5.2.4 Integrity..... 4
    - 5.2.5 Communicative..... 4
    - 5.2.6 Domain knowledge..... 4
    - 5.2.7 Team building..... 5
    - 5.2.8 Decision-making..... 5
    - 5.2.9 Openness..... 5
  - 5.3 Potential benefits..... 5
- 6 Strategy and planning..... 5
  - 6.1 Considerations..... 5
  - 6.2 Actions recommended..... 6
  - 6.3 Potential benefits..... 6
    - 6.3.1 General..... 6
    - 6.3.2 Learning..... 6
    - 6.3.3 Decision-making..... 6
    - 6.3.4 Credibility and trust..... 6
    - 6.3.5 Risk management..... 7
- 7 Awareness and communication..... 7
  - 7.1 Considerations..... 7
  - 7.2 Awareness and method for communication..... 7
  - 7.3 Potential benefits..... 7
- 8 Competence..... 8
  - 8.1 Considerations..... 8
  - 8.2 Knowledge and skill..... 8
  - 8.3 Establishing competence requirements..... 9
  - 8.4 Competence management and development..... 9
  - 8.5 Potential benefits..... 10
- Annex A (informative) Aspects of people involvement within an asset management system..... 11
- Bibliography..... 12