

# DIN EN ISO 27500:2017-07 (E)

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

<b>Contents</b>	<b>Page</b>
European foreword.....	3
Foreword .....	4
Introduction .....	5
1 Scope.....	7
2 Terms and definitions .....	7
3 Understanding what being human-centred means for the organization .....	9
3.1 The benefits of being human-centred.....	9
3.2 The responsibility of organizations to be human-centred.....	9
3.3 The growth of a human-centred approach from design to organizations.....	10
3.4 Characteristics of the human-centred approach to design.....	10
3.5 The human-centred approach, regulation, and legislation .....	10
4 Principles of the human-centred approach.....	11
4.1 General.....	11
4.2 Capitalize on individual differences as an organizational strength .....	11
4.3 Make usability and accessibility strategic business objectives.....	11
4.4 Adopt a total system approach.....	11
4.5 Ensure health, safety, and well-being are business priorities.....	12
4.6 Value personnel and create meaningful work .....	12
4.7 Be open and trustworthy.....	12
4.8 Act in socially responsible ways .....	13
5 Risks from failing to apply human-centred principles.....	13
5.1 General.....	13
5.2 Complexity of risk .....	13
5.3 Assessing risk .....	14
5.4 Managing and mitigating risk.....	14
6 Guidance on implementing human-centred principles and minimising risks .....	15
6.1 General.....	15
6.2 Ways of ensuring that the principles have been applied.....	15
6.3 Risks from failing to apply human-centred principles.....	16
7 Guidance on integrating a human-centred approach throughout the organization .....	18
7.1 General.....	18
7.2 The relationship of an organization's characteristics to the human-centred approach....	18
7.3 Practices for integrating a human-centred approach throughout the organization.....	19
7.4 Reviewing and continually improving the organization's actions related to the human-centred approach.....	19
Annex A (informative) International Standards relevant to each principle of the humancentred approach.....	20
Annex B (informative) Examples of organizations whose websites indicate support for the principles .....	21
Bibliography.....	26