## ISO 27501:2019 (E)

## The human-centred organization — Guidance for managers

## Contents

		Foreword
		Introduction
1		Scope
2		Normative references
3		Terms and definitions
4		The human-centred organization and ergonomics
	4.1 4.2	The seven principles of a human-centred organization Ergonomics/human factors
5		Stakeholders and management levels
	5.1 5.2 5.3	Stakeholders and value co-creation Change of perspective: Internal customers and external employees Management responsibilities
6		Strategic planning and human-centred activities
7		Management responsibilities in a human-centred organization
8	7.1 7.2 7.3 7.3.2 7.3.3 7.3.4 7.4.1 7.5 7.5.1 7.5.2 7.5.3	Integration Planning Operations management Consideration of Individual differences, usability, and accessibility General Communication General Open and transparent communications
Annex		(informative)
	A.1 A.2	Examples  How management requirements relate to human-centred principles and stakeholders
Annex	В	(informative)
	B.1 B.2	General How to use the checklist

Page count: 28