

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