

The Human-Centred Organisation

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British Standards Institution

- Founded in 1901
- National Standards body for the UK
- Supports European (CEN) and International Standards (ISO)
- 95% of the 2500 standards published each year are international
- 1200 Technical and sub-committees
- PH/9 Ergonomics, mirrors ISO TC159

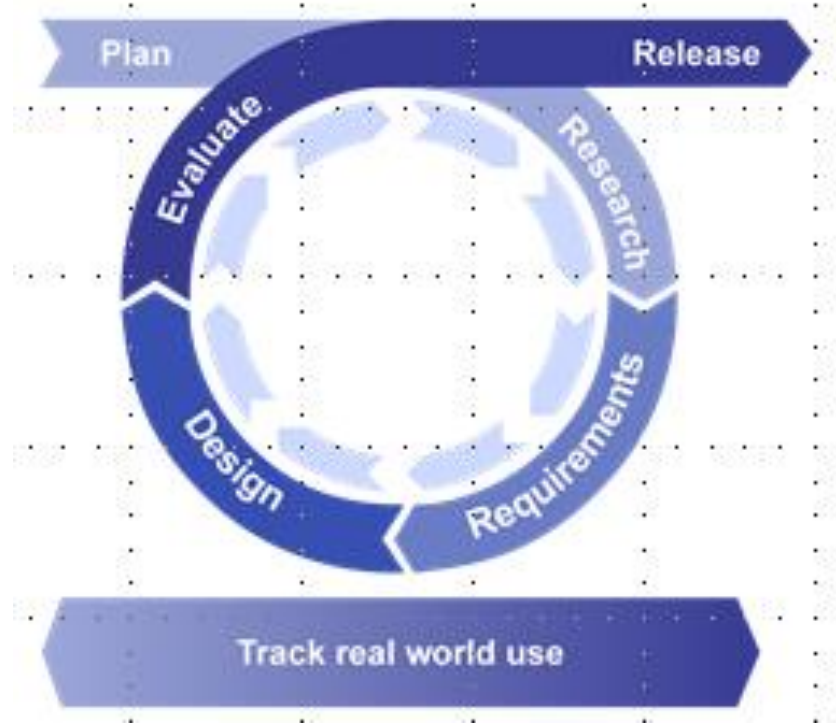
History (from 1983)



- BS EN ISO 9241 series on the ergonomics of human-system interaction
- BS EN ISO 13407:1999 Human-centred Design Processes for Interactive Systems
- BS EN ISO 9241-210:2010 Human-centred Design Processes for Interactive Systems

Human-Centred Design

- **Following a human-centred design process** is the best way to develop products, systems and services. This starts with **research** to gain clear and explicit understanding of the **requirements** of different users, their tasks and the environment in which they work or need to work. Next we create **design** solutions and then **evaluate** them, ideally using mock-ups or prototypes, with real users. This not only 'irons out the bugs' but also ensures buy-in from prospective users, not just those involved in trials.



ISO NWI 27500 The Human-Centred Organisation - general principles

- Turn individual differences into an organisational strength
- Make usability and accessibility strategic business objectives
- Adopt a systems approach
- Ensure health, safety and wellbeing are business priorities
- Value employees and create a meaningful work environment
- Openness
- Social Responsibility (as described in ISO 26000)

Turn individual differences into an organisational strength



The organisation acknowledges that people differ in their abilities and needs, uses ergonomics data on the nature and extent of these differences, recognises this as a strength rather than a problem and takes this into account in all areas of its business.

General Electric (GE)

<http://www.gecitizenship.com/focus-areas/people/empowering-employees-to-be-successful/>

Make usability and accessibility strategic business objectives

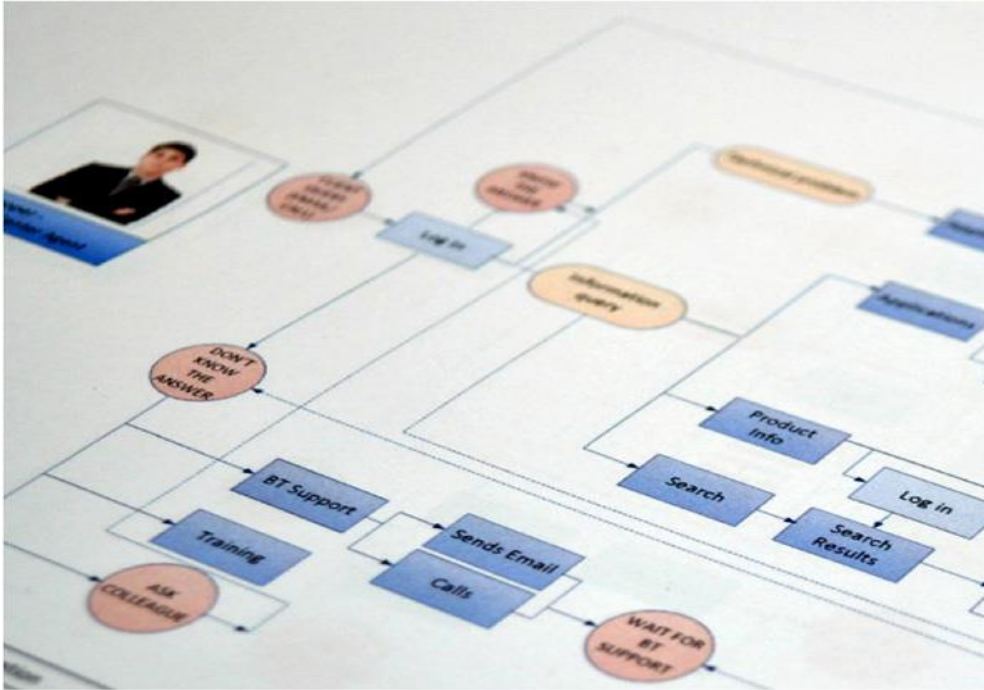


The human-centred organisation uses international standards and best practices to ensure that products, systems and services are accessible and usable (effective, efficient and satisfying to use) both by employees and by customers.

BBC

http://www.bbc.co.uk/accessibility/best_practice/policy.shtml

Adopt a systems approach



The organisation recognises that people are part of a wider system, which may include many other elements including the equipment, workspace, physical, social and organisational environment, in which they work and live. It follows a socio-technical approach to the design and implementation of new systems.

Toyota

http://en.wikipedia.org/wiki/Toyota_Production_System

Ensure health, safety and wellbeing are business priorities

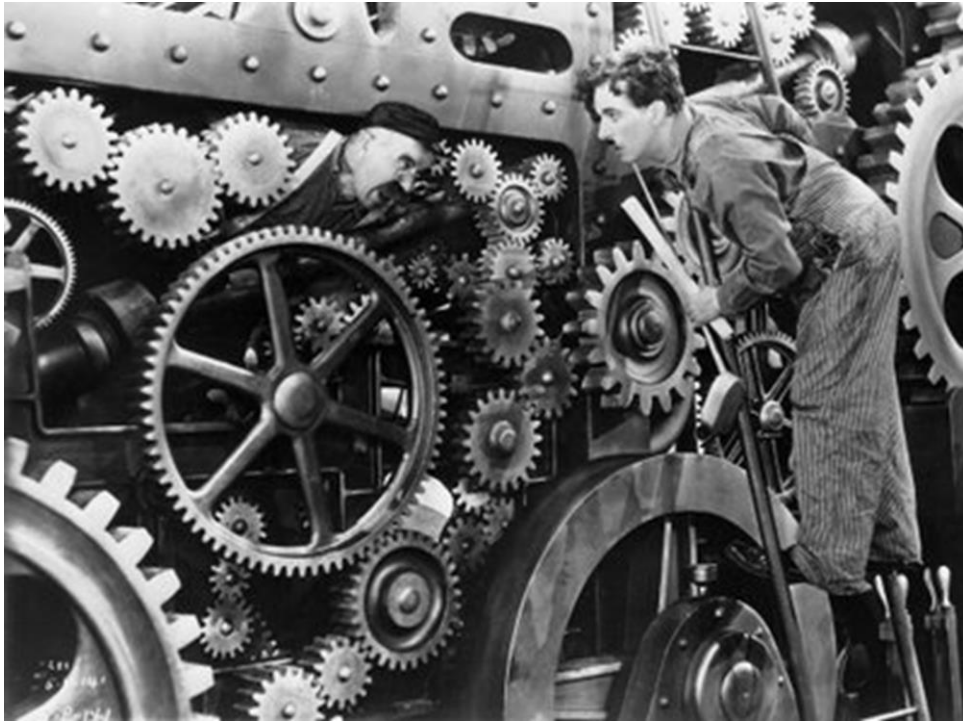


The organisation takes the necessary steps to protect individuals (both inside and outside the organisation) from health, safety and wellbeing risks. It is proactive in its approach to workplace health and goes beyond the minimum required by legislation.

Easyjet

http://corporate.easyjet.com/about-easyjet.aspx?sc_lang=en

Value employees and create a meaningful work environment



The organisation values and acknowledges the contribution that employees make both financially and through other forms of recognition. It works to ensure that employees at all levels share the vision of the organisation and are encouraged to contribute at an appropriate level both at the individual and at the team level.

Google

<http://www.google.com/about/company/philosophy/>

Openness



The organisation communicates openly and effectively to employees and to the outside world. When difficult decisions are necessary, they are addressed in a timely and equitable way and communicated sympathetically.

IBM

<http://www.foxbusiness.com/business-leaders/2012/05/21/how-corporate-cultures-will-change-in-face-unstoppable-trend-openness/>

Social Responsibility



The human-centred organisation behaves ethically and instils pride and confidence in its employees, customers and the local community. It does this by following the seven principles in ISO 26000 *Social Responsibility*.

Aramark

<http://www.aramark.com/socialresponsibility/>

Next Steps

- Formal vote on Committee Draft (October 2014)
- Draft for public comment (Mid 2015)
- Published as International Standard 2016