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**NATIONAL STANDARD OF THE  
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**The human-centred organization - Rationale and general  
principles**

以人为中心的组织 基本原理和一般原则

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## Table of Contents

|                                                                                          |
|------------------------------------------------------------------------------------------|
| Preface                                                                                  |
| Introduction                                                                             |
| 1 Scope                                                                                  |
| 2 Normative references                                                                   |
| 3 Terms and Definitions                                                                  |
| 4 The significance of people-centeredness to organizations                               |
| 4.1 Implementing people-centered values                                                  |
| 4.2 People-centered organizational responsibility                                        |
| 4.3 The development of a human-centered approach from design to organization             |
| 4.4 Characteristics of human-centered design method                                      |
| 4.5 People-centred approaches, regulation and legislation                                |
| 5 Basic Principles of a Person-Centered Approach                                         |
| 5.1 Overview                                                                             |
| 5.2 Transform individual differences into organizational advantages                      |
| 5.3 Make usability and accessibility a strategic business goal                           |
| 5.4 Adopt a whole systems approach                                                       |
| 5.5 Ensure health, safety and well-being as a priority business objective                |
| 5.6 Value employees and create meaningful work                                           |
| 5.7 Open and trustworthy                                                                 |
| 5.8 Fulfilling social responsibilities                                                   |
| 6 Risks of not applying human-centered principles                                        |
| 6.1 Overview                                                                             |
| 6.2 Complexity of Risk                                                                   |
| 6.3 Assessing risks                                                                      |
| 6.4 Managing and mitigating risks                                                        |
| 7 Guidelines for implementing people-centered principles and risk minimization           |
| 7.1 Overview                                                                             |
| 7.2 Ways to ensure that people-centered principles are applied                           |
| 7.3 Risks of not applying human-centered principles                                      |
| 8 A guide to implementing a people-centered approach in all aspects of your organization |
| 8.1 Overview                                                                             |

8.2 The relationship between organizational characteristics and people-centered principle

8.3 Implement the practice of people-centered approach in all aspects of the organization

8.4 Review and continuous improvement of activities related to the organization's human-centered approach

Appendix A (informative) International standards related to the principles of the person-centered approach

Appendix B (Informative) Examples of organizations that state on their website that they support people-centered principles

Reference

## Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part 1: Structure and Drafting Rules of Standardization Documents" Drafting:

This document is equivalent to ISO 27500:2016 "Basic Principles and General Principles of People-Centered Organizations":

This document adds a chapter "Normative References":

Please note that some content in this document may be subject to patents: The publisher of this document assumes no responsibility for identifying patents:

## Introduction

This document sets out the people-centered values and beliefs for the organization's board of directors, and the resulting business value and operations:

business income, and the policy support needed to achieve this goal: This document identifies the key standards that need to be met to meet each principle, and those that are not met the impact of relevant standards on the organization and what measures can be taken to reduce the risks caused by such deficiencies:

The goal of ergonomics (also known as human factors) is to improve the overall performance of systems and human welfare by applying a human-centered approach:

benefits, thereby increasing value: ISO 26800 describes general ergonomics methods and specifies the design and evaluation of tasks, work, products, Basic ergonomic principles and concepts of tools, equipment, systems, organizations, services, facilities, and environments: Based on these principles and concepts, a series of human Ergonomics and human factors standards can help managers, engineers and designers select, design and manage systems and equipment to ensure that systems and equipment be effective,

efficient and satisfying: And these specific standards are not of direct concern to the organization's board of directors:

In contrast, this document provides boards with human-centered fundamentals and General Principles, expounds the seven principles that mark an organization as a people-centered organization: These principles are as follows:

- Convert individual differences into organizational advantages;
- Make usability and accessibility a strategic business goal;
- Adopt a systematic approach;
- Ensuring health, safety and well-being as priority business objectives;
- Value employees and create a meaningful working environment;
- Open and trustworthy;
- Undertake social responsibility:

In the design process, "user-centered" is often used to indicate that a product, system, or service is designed with human characteristics in mind to maximize Minimize risk and optimize well-being and performance: "People-centered" means that the organization not only affects its customers (the users of its products and services) it also has an impact on its employees, their families and the wider community:

This document applies to all types of organizations (regardless of size) in the private, public and not-for-profit sectors: Although all parts of this document the points are not equally applicable to all types of organizations, but the principles are relevant to every organization: Every organization can personal considerations and discussions with stakeholders to determine which issues are relevant and important to them: Like other types of organizations, government agencies this document will also be referenced: However, this document is not intended to replace, or in any other way alter State obligations:

Relevant international ergonomics standards (including some ergonomic processes under development) are designed to provide organizations with the responsibility to implement people-centered Used by managers of this approach, these standards contain relevant implementation recommendations and requirements:

Fundamentals and general principles of people-centered organizations

## 1 Scope

This document is intended for boards and decision-makers of all types of organizations, regardless of size, in the private, public and not-for-profit sectors:

This document describes the values and beliefs a people-centered organization needs to have to achieve significant business benefits and Risks that implementing people-centricity

may pose to an organization: It provides advice on the policies that boards need to develop to implement this principle:

discussion: This document provides organizational management's implementation of macro-human-centered principles to optimize performance, reduce organizational and personal risks, and improve organizational well-being and improved relationships with customers: This paper highlights the importance of policies developed by organizations in implementing people-centered principles:

This document is not a management system standard: This document is not intended for certification, regulatory or contractual purposes:

## 2 Normative reference documents

This document has no normative references:

## 3 Terms and definitions

The following terms and definitions apply to this document:

consumerconsumer

An individual from the public who purchases or uses property, products, or services for personal use:

customercustomer

An organization or person who purchases property, products, or services for commercial, private, or public purposes:

accessibility

The user group with the broadest needs, characteristics and capabilities, using products, systems, services, environments (3:5) and the extent to which a facility achieves specified objectives:

**Note:** Usage scenarios include direct use or use with the support of assistive technology:

[Source: GB/T 18978.11-2023,3:2:2] 3.4 ergonomics human factors Study the interactions between people and elements of systems and apply relevant theories, principles, data and methods to design to enhance human well-being and the discipline of optimizing the overall performance of a system:

**Note 1:** This definition is consistent with the definition given by the International Ergonomics Society:

**Note 2:** The terms ergonomics and human factors are used synonymously in this document:

[Source: ISO 26800:2011,2:2, with modifications] 3.5 environmentenvironment the physical,