INSTITUTIONALIZING RESPONSIBILITY
IN A STANDARDIZATION INSTITUTE

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Royal Netherlands Standardization Institute (NEN)

The Royal Netherlands Standardization Institute (NEN) has started various research projects to explore how standardization can be made more socially responsible. The Delft University of Technology has explored what factors motivate, obstruct, and facilitate social responsibility in standardisation processes. As such, it supports NEN in understanding how it can better align its activities with the values, needs, and expectations of society.
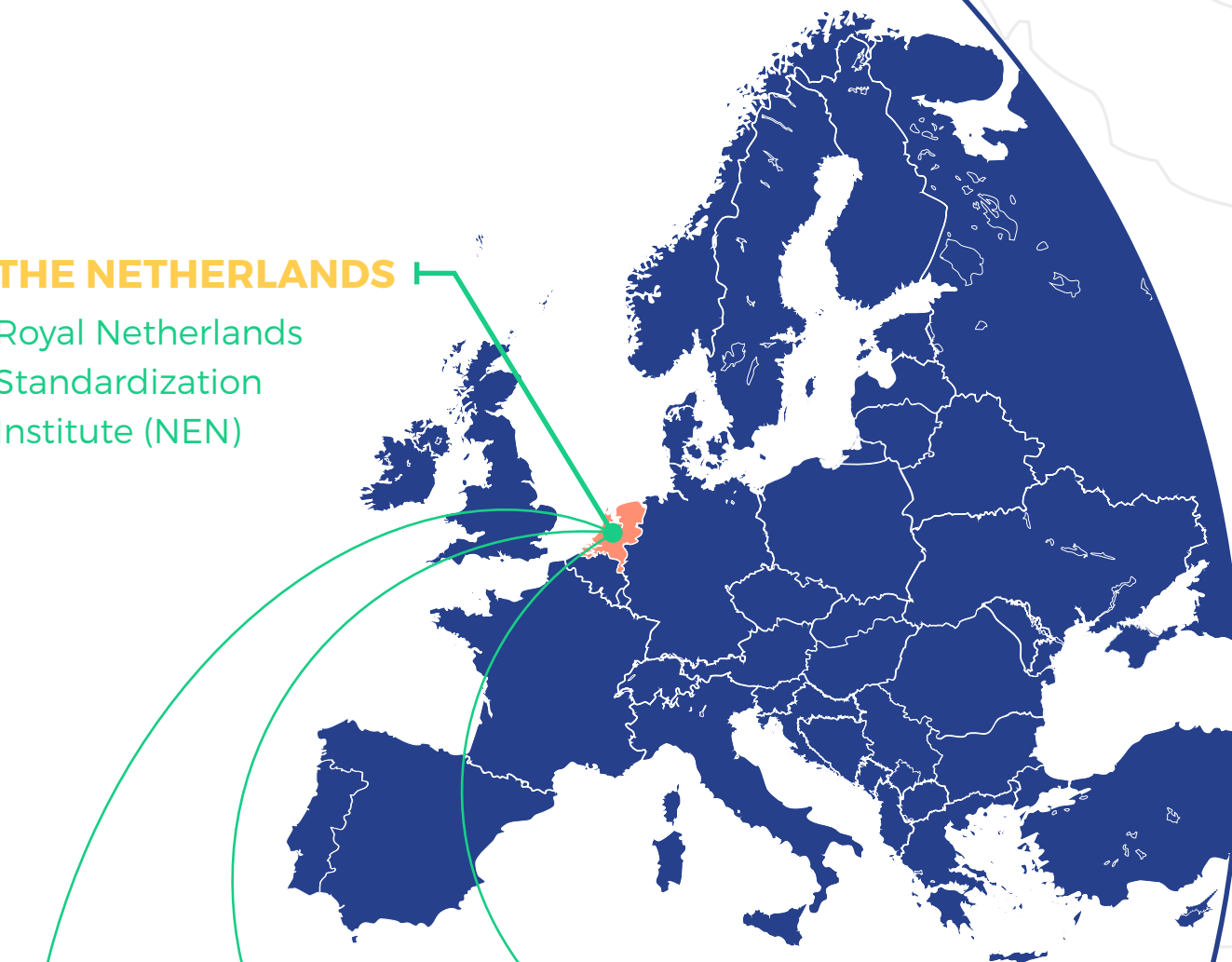
The lab is made up of
100+ CONSULTANTS
300+ EMPLOYEES

THE NETHERLANDS
Royal Netherlands Standardization Institute (NEN)

34,000+ standards

5,500+ committee members

550+ standardisation committees

First steps

Create commitment

Interview with staff members

Survey with one-third of consultants

Identifying moral motives, barriers, and facilitators

The situation

96 moral factors identified that affect RRI

46% of consultants believe standardisation struggles to establish socially desirable standards

42% of consultants believe standardisation is not inclusive enough

36% of consultants believe standardisation is not anticipatory enough

Steps towards institutional change

More research on the impact of standards

The 'user platform' initiative for better involving users

OUTCOMES

Increased awareness of public values and social responsibility

Introduction of a quicker, provisional type of standard

Use of AI tool for stakeholder identification

More academic research on the impact of standards

The first RRI Standard

Difficulties

Responding quickly to urgent societal challenges

Involving start-ups, non-profit organizations, and civil society organizations

Anticipating the impact of standards