



# ISO 56002:2019

## Innovation management system

A PRACTICAL GUIDE



UNITED NATIONS  
INDUSTRIAL DEVELOPMENT ORGANIZATION

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Published in Switzerland

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# Foreword

Compare your life now to how it was a decade ago. In the past, almost all aspects of life involved more effort, whether it was getting a taxi, renting your favorite movie, or ordering a meal. Today, we can do most of these activities while sitting in a comfortable armchair with nothing more than a small touchscreen phone. All these products, processes, and services have come about because creative people or companies saw an opportunity in the marketplace and came up with an innovative solution. It may seem that some of these innovations came about by a fluke, but in most cases, they are the result of a carefully managed process. The ISO 56002:2019, *Innovation management system – Guidance*, developed by ISO/TC 279, *Innovation management*, aims to provide organizations with the support they need to develop a systematic approach to effective and efficient innovation. In other words, it is a tool to help your organization spotlight great ideas and initiatives that are directly linked to your vision. This handbook focuses on the fundamental principles of innovation management, which include strategic direction, organizational culture, insights, and adaptability.

Organizations of all sizes and sectors can benefit by following the guidelines and ensuring that they are able to adapt and evolve with their environment. To further support organizations on their innovation management journey, this handbook has been published with the aim of extending the guidelines from ISO 56002:2019.

The content of the handbook is structured to help users understand the processes to successfully innovate and deliver value to stakeholders. Similar to the application of standard ISO 56002:2019, any type of organization can use this handbook. It is of particular interest to SMEs looking to develop or improve a structured approach to innovation.

The International Organization for Standardization (ISO) and the United Nations Industrial Development Organization (UNIDO) have jointly published this handbook with the immense support of ISO/TC 279. UNIDO initiated the drafting of the handbook simultaneously with the development of the ISO 56002:2019 standard for dissemination in developing countries as a capacity development tool for standard bodies, innovation institutions, and academia. For its finalization and validation, a dedicated task force was established within the ISO/TC 279. The handbook provides practical tools and methods to countries for more and better innovations towards inclusive and sustainable development.

We hope your Organization can benefit from this publication and become more resilient, innovative, and prepared for an ever-evolving world.



**Gerd Müller**

*Director General*

UNIDO



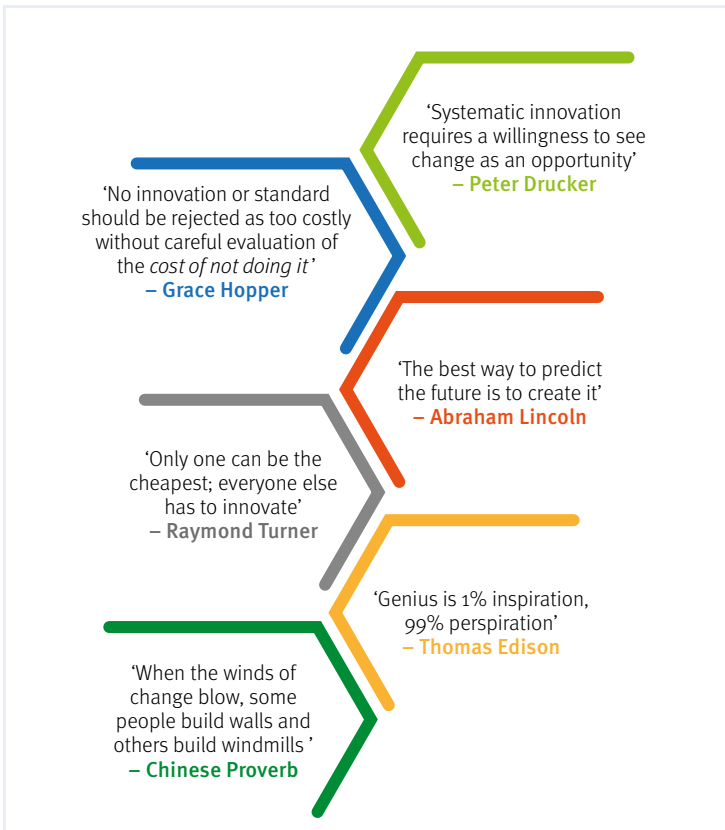
**Sergio Mujica**

*Secretary-General*

ISO



# Introduction to the innovation management system



**What 'good' looks like when it comes to managing innovation.**

# Introduction to innovation management

Innovation is widely recognized as being a key factor in driving economic growth, development of society and increased well-being. Despite good intentions and successful pilots, organizations often struggle to make innovation an enduring and sustainable part of their business.

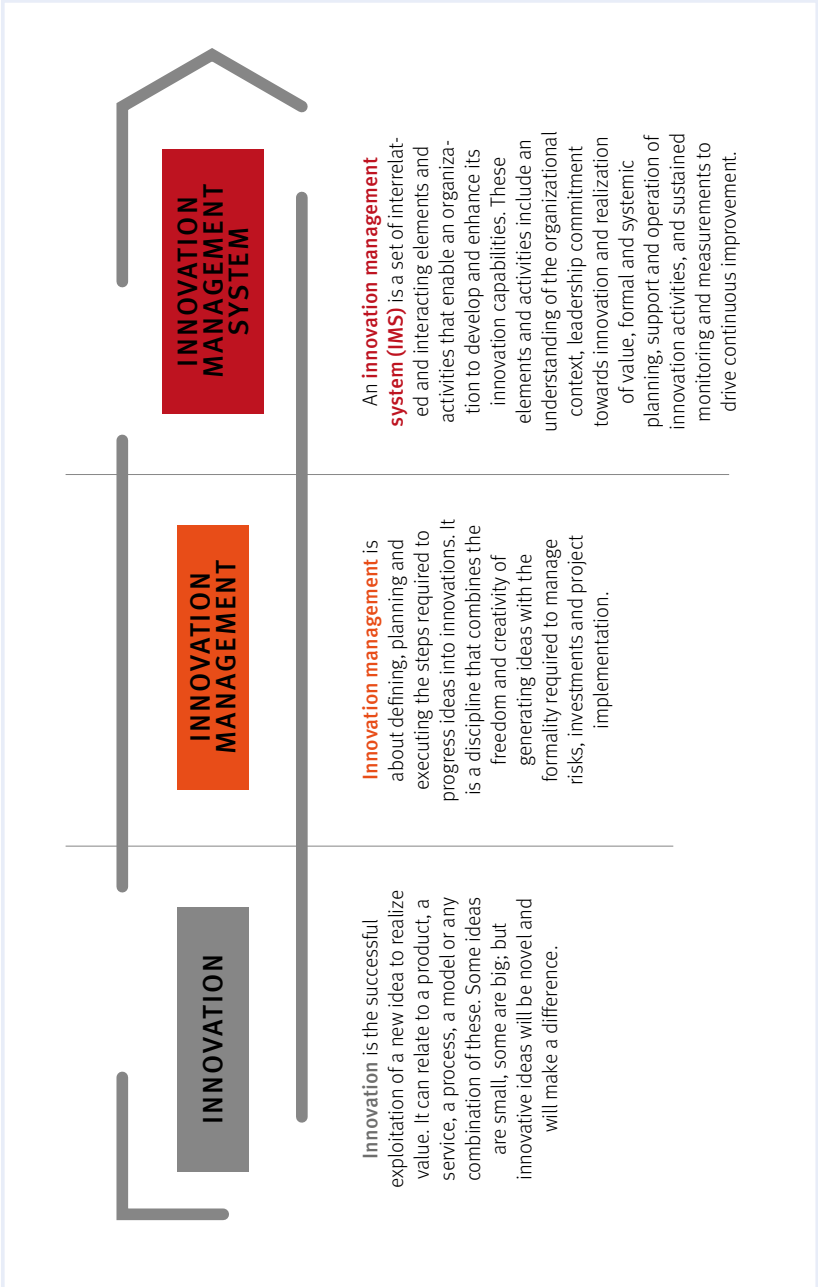
If you have...

- generated ideas through creativity sessions, design thinking, or online inventiveness and want to take them to the next level;
- struggled to commercialize ideas that your team has generated;
- recently taken up responsibility for innovation, and wondered where to start;
- identified a need to fundamentally transform your organization; or
- a drive to simply do things differently.

... and you want to...

- be confident that you're solving the right problems;
- generate solutions that will disrupt your market;
- build confidence in your ability to manage innovation; or
- avoid some of the common innovation pitfalls.

... then you should consider taking a formalized and systemic approach to delivering innovation.



This overview of the ISO 56002:2019, *Innovation management – Innovation management system – Guidance*, provides a short introduction to what good looks like when it comes to managing innovation according to experts from over 50 countries.

Consistently generating ideas that will ensure the viability and sustainability of a business requires a conscious decision to put a system in place which will:

- ensure the effort spent on innovation is aligned to, and supports your overall business strategy;
- provide talent-related requirements such as programmes, tools and techniques that enable all your employees to derive creative solutions to the challenges they face, and to transform those insights and ideas into tangible business value that can be measured;
- drive behaviours and activities that can result in attracting new customers or expanding into new markets; and
- support exposure to novel technologies and partnerships which could give a competitive advantage or build intellectual property (IP).

It's likely that your competitors will be embedding innovation in all that they do, quickly responding to changes in markets and operating conditions, and achieving sustained and repeatable innovation success. Ad hoc innovation does add value in the short term, but without systematic support, it will tend to be sporadic and non-sustainable.

You can secure sustained innovation capabilities by implementing a systematic approach. An innovation management system helps you promote, facilitate and manage innovation to realize your organization's full innovation potential.

Innovation is the driving force for companies to stay relevant in the market. An effective innovation management system helps an organization identify great ideas and organize activities to successfully implement them. This handbook expands on the guidance provided in ISO 56002:2019 and is designed to help organizations start or improve their innovation management journey.

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ISBN 978-92-67-11249-7

