

Contents

<i>List of Figures</i>		<i>ix</i>
<i>Foreword</i>		<i>xi</i>
<i>Preface</i>		<i>xv</i>
Chapter 1	A Bizarre Beginning	1
Chapter 2	Plans, Actions and Consequences	7
Chapter 3	Three Performance Levels	13
Chapter 4	Absent-Minded Slips and Lapses	19
Chapter 5	Individual Differences	27
Chapter 6	A Courtroom Application of the SIML	37
Chapter 7	The Freudian Slip Revisited	45
Chapter 8	Planning Failures	53
Chapter 9	Violations	63
Chapter 10	Organizational Accidents	73
Chapter 11	Organizational Culture: Resisting Change	81
Chapter 12	Medical Error	95
Chapter 13	Disclosing Error	105
Chapter 14	Reviewing the Journey	117
<i>Postscript</i>		<i>123</i>
<i>Index</i>		<i>125</i>