

Contents

<i>Preface</i>	VII
PART I	
Human error as a cause of mishaps	
1. The Bad Apple Theory	3
2. Reacting to Failure	15
3. What is the Cause?	31
4. Human Error by any Other Name	41
5. Human Error—in the Head or in the World?	47
6. Put Data in Context	51
PART II	
Human error as symptom of trouble deeper inside the system	
7. Human Error—the New View	61
8. Human Factors Data	67
9. Reconstruct the Unfolding Mindset	77
10. Patterns of Failure	101
11. Writing Recommendations	133
12. Learning from Failure	143
13. Rules for in the Rubble	151
<i>Acknowledgements</i>	157
<i>Subject Index</i>	159