Contents

Acknowledgements About the Author		vii ix
Intr	oduction	1
A	Accidents	7
В	Behaviour	13
С	Culture	23
D	Daily Rituals	35
E	Evolution	43
F	Felt Leadership	47
G	Groups	53
Н	Hawthorne Effect	61
Ι	Inattentional Blindness	67
J	Just Culture	71
K	Kahneman	79
L	Leadership	85

FROM ACCIDENTS TO ZERO

M	Mindfulness		93
N	Near Misses		107
0	Observation		113
P	Performance		123
Q	Quality		131
R	Risk		135
S	Safety		147
Т	Trust		155
U	Unsafe Acts		161
V	Values		169
W	Words		177
X	X Factor		185
Y	You		189
Z	Zero		191
	Z Zero Epilogue References and Further Reading		199 205
Inde	ex		215