List of Figures

ix

Foreword xi

Preface xv

Chapter 1 A Bizarre Beginning

1 (6)

Chapter 2 Plans, Actions and Consequences

7 (6)

Chapter 3 Three Performance Levels

13 (6)

Chapter 4 Absent-Minded Slips and Lapses

19 (8)

Chapter 5 Individual Differences

27 (10)

Chapter 6 A Courtroom Application of the SIML

37 (8)

Chapter 7 The Freudian Slip Revisited

45 (8)

Chapter 8 Planning Failures

53 (10)

Chapter 9 Violations

63 (10)

Chapter 10 Organizational Accidents

73 (8)

Chapter 11 Organizational Culture: Resisting Change

81 (14)

Chapter 12 Medical Error

95 (10)

Chapter 13 Disclosing Error

105 (12)

Chapter 14 Reviewing the Journey

117 (6)

Postscript 123 (2)

Index 125