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Nota di contenuto	1. A Systematic 'Theories of Changes' Approach for Projects and Change Initiatives in the Context of Quality Enhancement Activity in Higher Education; Diane Hart -- 2. Explore, Experiment, Experience: A Synthesis of Vickers' Appreciative Learning System and Ackoff's Problem Approach Applied in Practice; Christine Welch and Paul Summer -- 3. Multi-criteria Mapping as a Problem Structuring Method for Project Front-ending; Josie Coburn and Andrew Stirling -- 4. Evaluating Understanding: Endogenous Project Evaluation Using Practice-based Interaction Analysis (PIA); Andrew Carlin and Sheena Murdoch -- 5. Delivering Better Outcomes through Customer-led Project Management: The Case of the Major Project BT 21st Century Network in the UK; Carlos Sato -- 6. Exploring the Use of Soft Systems

Methodology (SSm) in Front-ending Public Funded Rural Bridge Construction Projects in Bangladesh; Shah Saadi and Gary Bell -- 7. Managing Context: Lessons from a Large-scale Science Project; Stephen Little -- 8. Systematic Approach and Problem Structuring Methods in Teaching Sustainability on Project Management Courses at Manchester Metropolitan University: Some Reflections on Good Practice; Garry Blair and Alberto Paucar-Caceres -- 9. Using SSM in Project Management: Aligning Objectives and Outcomes in Organizational Change Projects; Lee Sarnoe, Alberto Paucar-Caceres, Rosane Pagano and Maria Castellini.

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#### Sommario/riassunto

Exploring the three levels of project management, this edited collection analyses the practice of problem structuring approaches (PSAs) with an aim to improve organisational adaptability and value creation. By studying these approaches, the authors present techniques for enhancing project management knowledge, informing decision-making and guiding management actions. This book is an insightful and timely read, as it addresses the need for organisations to adapt in order to tackle new challenges within today's changing business landscape. Undoubtedly useful to those studying project management and operational research, this book is also an important read for managers and decision-makers within organisations as it identifies and examines the effective outcomes of PSAs.

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