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Autore	Okes Duke <1949->
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Sommario/riassunto	We live in a complex world. People and organizations often don't believe they have the time to perform the in-depth analyses required to solve problems. Instead, they take remedial actions to make the problem less visible and implement a patchwork of ad hoc solutions they hope will prevent recurrence. Then when the problem returns, they get frustrated-and the cycle repeats. This book provides detailed steps for how to solve problems, focusing more heavily on the analytical process involved in finding the actual causes of problems. It does so using a large number of figures, diagrams, and tools