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Sommario/riassunto	Human error is cited over and over as a cause of incidents and accidents. The result is a widespread perception of a "human error problem", and solutions are thought to lie in changing the people or their role in the system. For example, we should reduce the human role with more automation, or regiment human behavior by stricter monitoring, rules or procedures. But in practice, things have proved not to be this simple. The label "human error" is prejudicial and hides much more than it reveals about how a system functions or malfunctions. This book takes you behind the human error label. Di