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Nota di contenuto	Front matter -- Contents -- Acknowledgements -- Introduction -- Part 1 -- Chapter 1: Exploring expertise - Objectives and materials of a study -- Chapter 2: Artisan, repairer, strategist - Different facets of expertise -- Chapter 3: Life of Expertise and Metamorphosis of actors - Birth, crises and development of expert systems -- Chapter 4: The nature of management techniques - Dynamics and unexpected repercussions of rationalization -- Chapter 5: Hidden crises of industrial expertise - Practical and cultural stakes in expert systems -- Chapter 6: Conclusion -- Part 2: Four case histories of expert systems -- Introduction -- Chapter 1: TOTEM - The reconstruction of production planners' expertise -- Chapter 2: Cornélius - Fragmented expertise of maintenance specialists -- Chapter 3: GESPI - Discovery of station traffic planners' expertise -- Chapter 4: Naval - Undefined expertise of strategic planners -- Bibliography