

Contents

Foreword	v
Preface	vii
Part 1	1
Chapter 1	The ‘systems crisis’ 3
Chapter 2	About problems and communication 13
Chapter 3	General concepts 23
Chapter 4	Systems concepts 57
Chapter 5	Product/process modelling 97
Chapter 6	Problem solving – process and strategies 127
Part 2	157
Chapter 7	Systems 159
Chapter 8	Measures 171
Chapter 9	Black box systems 195
Chapter 10	Structural systems 211
Chapter 11	Products, processes and gates 245
Part 3	271
Chapter 12	Process management 273
Chapter 13	Organizational maturity and quality management 301
Chapter 14	Contract 323
Glossary	345
Appendix: Notes to lecturers	361
Index	371