Essential Paperbacks on Human Factors

This brochure brings together Ashgate’s most recent top-selling paperback titles on Human Factors. These books are often adopted as course texts. Course tutors can obtain inspection copies (www.ashgate.com/inspectioncopy) or request discounts on multiple-copy orders (email: info@ashgatepublishing.com)

Aeromedical Transportation
A Clinical Guide
SECOND EDITION
T. Martin, Royal Hampshire County Hospital
Winchester, UK

“The author said that the book “is intended as a basic primer for those who seek to work in transferral and retrieval medicine”. He foresees the next decade as an “exciting time for the academic development of the subject”—one that will see “postgraduates with masters and doctorsates in patient transportation”.”

Aerosafety World

Includes 50 b&w illustrations
December 2006 312 pages Paperback 978-0-7546-4148-3 £35.00 $59.95

www.ashgate.com/isbn/9780754641483

Aircraft Command Techniques
Gaining Leadership Skills to Fly the Left Seat
Sal J. Fallucco

Aircraft Command Techniques is a comprehensive examination of the characteristics of the experienced captain. Offering a wealth of practical guidance, it is an ideal platform for pilots or indeed, anyone interested in how leadership and management skills are used to achieve excellence.

July 2002 228 pages Paperback 978-0-7546-1835-5 £30.00 $54.95

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Behind Human Error
SECOND EDITION
David D. Woods, Ohio State University, USA, Sidney Dekker, Griffith University, Australia, Richard Cook, University of Chicago, USA, Leila Johannesen, IBM Silicon Valley Lab, USA and Nadine Sarter, University of Michigan, USA

‘If you welcome the chance to re-evaluate some of your most cherished beliefs, if you enjoy having to view long-established ideas from an unfamiliar perspective, then you will be provoked, stimulated and informed by this book. Many of the ideas expressed here have been aired before in relative isolation, but linking them together in this multi-authored book gives them added power and coherence.’

James Reason, University of Manchester, UK

This book takes you behind the label. It explains how human error results from social and psychological judgments by the system’s stakeholders that focus only on one facet of a set of interacting contributors.

September 2010 292 pages Paperback 978-0-7546-7834-2 £25.00 $39.95

www.ashgate.com/isbn/9780754678342

Beyond Aviation Human Factors
Safety in High Technology Systems
Daniel E. Maurino, James Reason, Neil Johnston and Rob B. Lee

A systemic organizational approach to safety can replace the hitherto piecemeal approaches. The book uses four linked case studies to enable readers to achieve this. It introduces Reason’s Model, applies it to the flight deck, aviation maintenance and air traffic control environment and suggests a set of practical tools for accident prevention.

September 1995 192 pages Paperback 978-1-84014-948-7 £30.00 $49.95

www.ashgate.com/isbn/9781840149487

Culture at Work in Aviation and Medicine
National, Organizational and Professional Influences
Robert L. Helmreich and Ashleigh C. Merritt

The authors report the results of their ongoing exploration of the influences of culture in two professions – aviation and medicine. Within these two environments, they show the effects of professional, national and organizational cultures on individual attitudes, values and team interactions.

October 2001 332 pages Paperback 978-0-7546-1904-8 £30.00 $59.95

www.ashgate.com/isbn/9780754619048

Drift into Failure
From Hunting Broken Components to Understanding Complex Systems
Sidney Dekker, Griffith University, Australia

‘In this beautifully written and absorbing book, Professor Dekker takes as his starting point the notion that most of us have trouble grasping the complexity coupled with the sheer normality that can give rise to catastrophic events…This book explores complexity theory and systems thinking to understand better how complex systems drift into failure.’

RoSPA Occupational Safety & Health Journal

This book explores complexity theory and systems thinking to better understand how complex systems drift into failure. It studies sensitive dependence on initial conditions, unruly technology, tipping points, diversity – and finds that failure emerges opportunistically, non-randomly, from the very webs of relationships that breed success and that are supposed to protect organizations from disaster.

Includes 3 b&w illustrations
February 2011 234 pages Paperback 978-1-4094-2221-1 £20.00 $29.95

www.ashgate.com/isbn/978140942221
The ETTO Principle: Efficiency-Thoroughness Trade-Off

Why Things That Go Right Sometimes Go Wrong
Erik Hollnagel, MINES ParisTech, France

"This author isn't afraid to identify some of the elephants in the room of safety and supports his position with technical references." - Safety WA

Accident investigation and risk assessment have for decades focused on the human factor, particularly ‘human error’. This bias towards performance failures leads to a misrepresentation of normal performance. It assumes that failures and successes have different origins so there is little to be gained from studying them together. Erik Hollnagel believes this assumption is false and that safety cannot be attained only by eliminating risks and failures. The alternative is to understand why things go right and to amplify that.

The ETTO Principle looks at the common trait of people at work to adjust what they do to match the conditions. It proposes that this efficiency-thoroughness trade-off (ETTO) is normal. While in some cases the adjustments may lead to adverse outcomes, these are due to the same processes that produce successes.

June 2009
162 pages
Paperback
978-0-7546-7676-2
$39.95

www.ashgate.com/isbn/9780754676762

Fatigue in Aviation: A Guide to Staying Awake at the Stake

John A. Caldwell, Jr. and J. Lynn Caldwell, Consultants for Fatigue Management in Military Aviation, Commercial/Civilian Air Operations, and Emergency Air-Ambulance Services

STUDIES IN AVIATION PSYCHOLOGY AND HUMAN FACTORS

"Fatigue in Aviation is wholeheartedly recommended...for flight crews and everyone else in aviation whose work impacts the lives of others: security; maintenance; emergency services; airline management; air traffic control...and, indeed, for anyone who’s ever had a bad night’s sleep.” - The Aerospace Professional

This overview of fatigue includes fatigue definitions, the layout of the material is far more accessible.

This Third Edition is much better than the Second, and the human error approach...is comprehensive, balanced, extensively illustrated and data to provide readers with a “toolbox” from which they can choose solutions to fatigue-related problems.

Includes 6 b&w illustrations

November 2003
110 pages
Paperback
978-0-7546-3300-6
$39.95

www.ashgate.com/isbn/9780754633006

NEW
The Field Guide to Understanding ‘Human Error’

THIRD EDITION

Sidney Dekker, Griffith University, Australia

“It’s in the world’s best interest to read Dekker’s book. The Field Guide is nothing short of a paradigm shift in thinking about ‘human error’, and in my domain of software and Internet engineering, it should be considered required reading. This Third Edition is much better than the Second, and the layout of the material is far more accessible.” - John Allsop, SVP Infrastructure and Operations, Etsy

This latest edition of The Field Guide to Understanding ‘Human Error’ will help you understand how to move beyond ‘human error’, how to understand accidents; how to do better investigations; how to understand and improve your safety work. You will be invited to think creatively and differently about the safely issues you and your organization face.

In each, you will learn the possibilities for a new language, for different concepts, and for new leverage points to influence your own thinking and practice, as well as that of your colleagues and organization.

Includes 31 b&w illustrations

December 2014
248 pages
Paperback
978-1-4739-0655-5
$20.00

www.ashgate.com/isbn/9781473906555

FRAM: The Functional Resonance Analysis Method

Modelling Complex Socio-technical Systems
Erik Hollnagel, University of Southern Denmark, Denmark

"The author makes a convincing case that the FRAM will allow analysis of any accident, to all levels of contributory causation, without the rigidity and scale invasions of either prescribed models.” - Aviation, Space, and Environmental Medicine

There has not yet been a comprehensive method that goes behind ‘human error’ and beyond the failure concept, and various complicated accidents have accentuated the need for it. The Functional Resonance Analysis Method (FRAM) fulfills that need. This book presents a detailed and tested method that can be used to model how complex and dynamic socio-technical systems work, and understand both why things sometimes go wrong but also why they normally succeed.

Includes 12 b&w illustrations

June 2012
154 pages
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978-1-4094-4551-7
$39.95

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The Human Contribution

Unsafe Acts, Accidents and Heroic Recoveries
James Reason, University of Manchester, UK

"While humans are normally treated as a hazard and an unsafe system component, this book looks at the human as a hero – as the single force that on a significant number of occasions has saved systems from disaster; instead of seeing humans as a source of risk, they should be seen as an indispensable resource for safety. James Reason lucidly argues for this..." - Elegantly and entertainingly written, it is an invaluable supply of information and inspiration, as well as a pointer to how the thinking about safety should develop.” - Erik Hollnagel, MINES ParisTech, France

Usually the human is considered a hazard – a system component whose unsafe acts are implicated in the majority of catastrophic breakdowns. However there is another perspective that has been relatively little studied in its own right – the human as hero, whose adaptations and compensations bring troubled systems back from the brink of disaster time and again. What, if anything, did these situations have in common? Can these human abilities be ‘bottled’ and passed on to others? The Human Contribution delivers this positive and fresh perspective.

December 2008
310 pages
Paperback
978-0-7546-7402-3
$20.00

www.ashgate.com/isbn/9780754674023

A Human Error Approach to Aviation Accident Analysis

The Human Factors Analysis and Classification System
Douglas A. Wiegmann, University of Illinois in Urbana-Champaign, USA and Scott A. Shappell, FAA Civil Aerospace Medical Institute, USA

"This is a seriously informative and provocative text which deserves a wide readership among all aviation safety professionals and concerned individuals and organisations in the military forces and general travelling public.” - Occupational Safety & Health

July 2001
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Human Factors for Pilots

SECOND EDITION

Roger G. Green, Helen Muir, Melanie James, David Gndzdell and Roger L. Green

"Would recommend this book not just to the target audience...but also for academic courses on the roles of human factors in aviation or in similar transport areas..." - Ergonomics Abstracts

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Human Factors in Flight

SECOND EDITION

Frank H. Hawkins, formerly human factors consultant to KLM. Edited by Harry W. Orfady

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Human Factors Methods

A Practical Guide for Engineering and Design

SECOND EDITION

Neville A. Stanton, University of Southampton, UK, Paul M. Salmon, University of the Sunshine Coast, Queensland, Australia, Laura A. Rafferty, University of Southampton, Guy H. Walker, Heriot-Watt University, Edinburgh, UK, Chris Baver, University of Birmingham, UK, and Daniel P. Jenkins, DCA Design International, UK

"All in all, the revised edition of this book serves up a range of dishes for the methodologically hungry community and delivers them in a very palatable manner, making them easy to digest. I can well imagine that just as my old copy of Delia Smith is still my ‘go to’ book in the kitchen, this will be my ‘go to’ book in the office and still sitting on my bookshelf in 20 years’ time.” - Ergonomics

This second edition of Human Factors Methods: A Practical Guide for Engineering and Design now presents 101 design and evaluation methods including numerous refinements to those that featured in the original. The book acts as an ergonomics methods manual, aiding both students and practitioners. Offering a ‘how-to’ text on a substantial range of ergonomics methods, the eleven sections represent the different categories of ergonomics methods and techniques that can be used in the evaluation and design process.

Includes 242 b&w illustrations

July 2013
699 pages
Paperback
978-1-4094-5754-1
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www.ashgate.com/isbn/9781409457541

Human Performance on the Flight Deck

Don Harris, HFI Solutions Ltd, UK

"Whoever is looking for a most up-to-date text on human factors in aviation, look no further; Don Harris’s Human Performance on the Flight Deck is comprehensive, balanced, extensively illustrated and well-referenced. Don Harris leaves no topic untouched. His book is complete, a great standard for teachers and instructors alike..." - Sidney Dekker, Griffith University, Australia

Taking an integrated, systems approach to human performance issues on the flight deck of the modern airliner, this book describes the inter-relationships between the various application areas of human factors, recognising that the human contribution to the operation of an airplane does not fall into neat pigeonholes. The relationship between areas such as pilot selection, training, flight deck design and safety management is continually evolving. This book offers a new viewpoint of human performance on the flight deck, taking into account the various human factors component and avoids placing undue emphasis on the human component.

Includes 59 b&w illustrations

September 2011
384 pages
Paperback
978-1-4094-2338-6
£35.00

www.ashgate.com/isbn/9781409423386
Implementing Safety Management Systems in Aviation
Edited by Alan J. Stoizer, Embry-Riddle Aeronautical University, USA, Carl D. Halfford, The MITRE Corporation, USA and John J. Goglia, Independent Safety Consultant
ASHGATE STUDIES IN HUMAN FACTORS FOR FLIGHT OPERATIONS
‘Safety Management Systems are here to stay. Concerned with implementation? Stoizer, Halfford and Goglia provide a strong theoretical framework for SMS, along with a brief discourse on SMS implementation. This follow-up book provides a very brief overview of SMS and offers significant guidance and best practices on implementing SMS programs. Very specific guidance is given by industry experts from government, industry, academia, and consulting, who share their invaluable insights from first-hand experience of all aspects of effective SMS programs.

In their first book, Safety Management Systems in Aviation, Stoizer, Halfford, and Goglia provided a strong theoretical framework for SMS, along with a brief discourse on SMS implementation. This follow-up book provides a very brief overview of SMS and offers significant guidance and best practices on implementing SMS programs. Very specific guidance is given by industry experts from government, industry, academia, and consulting, who share their invaluable insights from first-hand experience of all aspects of effective SMS programs.

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April 2013
464 pages
978-1-4724-1279-9
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Investigating Human Error: Incidents, Accidents, and Complex Systems
Barry Strauch, Instructor and Government Accident Investigator
‘It is always exciting to receive new books from Ashgate in the sure expectancy of new findings and fresh interpretation…as hard to put down as a crime detection thriller, with carefully researched case histories revealing disastrous sequences of human error, maladministration and criminal neglect far stranger than fiction. This is an important and valuable book…’
The RoSPA Occupational Safety and Health Journal
In this book the author applies contemporary error theory to the needs of investigators and of anyone attempting to understand why someone made a critical error, how that error led to an incident or accident, and how to prevent such errors in the future. Students and investigators of human error will gain an appreciation of the literature on error, with numerous references to both scientific research and investigative reports in a wide variety of applications, from airplane accidents, to bus accidents, to bonfire disasters.

February 2004
324 pages
978-0-7546-4122-3
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www.ashgate.com/isbn/9780754641223

A Life in Error
From Little Slips to Big Disasters
James Reason, University of Manchester, UK
‘Reason’s new book is a master class on human error, a concise tour of his career explaining how mistakes can occur. It is a pleasure to accompany him while he presents his favourite and often funny accounts of fallibility, tempered with insights on the resulting risks and how they can be mitigated. Highly recommended as a teaching tool or a refresher course on error.’
Rhona Pinn, University of Aberdeen, UK
This succinct but absorbing book covers the main way stations on James Reason’s 40-year journey in pursuit of the nature and varieties of human error. He presents an engaging and very personal perspective, offering the reader exceptional insights, wisdom and wit as only James Reason can. A Life in Error charts the development of his seminal and hugely influential work from its original focus on individual cognitive psychology through the broadening of scope to embrace social, organizational and systemic issues.

Includes 2 b&w illustrations
November 2013
150 pages
Paperback
978-1-4724-1841-8
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The Limits of Expertise
Rethinking Pilot Error and the Causes of Airline Accidents
R. Key Dismukes, Benjamin A. Berman and Loukia D. Loukopoulos, all at NASA Ames Research Center, USA
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‘It is not often that one finds a book that so admirably combines scientific theory and practical operations analysis. The authors do so with insight and integrity, and both professionals and the general public would be well served if more books such as this were available.’
Ergonomics in Design
The Limits of Expertise reports a study of the 19 major U.S. airline accidents from 1991-2000 in which the National Transportation Safety Board (NTSB) found crew error to be a causal factor. Each accident is reported in a separate chapter that examines events and crew actions and explores the cognitive processing issues at each step.

January 2007
364 pages
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978-0-7546-4965-6
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Managing Maintenance Error
A Practical Guide
James Reason, The University of Manchester, UK and Alan Hobbs, NASA Ames and San Jose State University USA
‘...written by two world renowned experts, its contents are applicable to all technologically driven industries. The reader will find it rewarding and it will undoubtedly provide a valuable resource for the understanding and investigation of human error contribution to accidents...should be recommended reading for all involved with management, supervision, training and front line duties involving maintenance, repair and overhaul activities.’
The Aerospace Professional
A down-to-earth practitioner’s guide to managing maintenance error dealing with risks, human performance problems – their understanding and solution and creating a safety culture; for all in maintenance-critical environments.

May 2003
198 pages
Paperback
978-0-7546-1591-0
£20.00
$34.95
www.ashgate.com/isbn/9780754615910

Managing the Risks of Organizational Accidents
James Reason, University of Manchester, UK
‘The book is well written and thoroughly enjoyable to read...recommended in particular to those who are in charge of regulating risks in industrial organizations and everyday life.’
Accident Analysis and Prevention
This lucid book presents a set of common sense principles and practices to further our knowledge of the causes of major accidents in a wide variety of high-technology systems. Its unique combination of principles and practices makes this seminal book essential reading for all those whose daily business is to manage, audit and regulate hazardous technologies of all kinds.

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266 pages
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The Multitasking Myth
Handling Complexity in Real-World Operations
Loukia D. Loukopoulos, R. Key Dismukes and Immanuel Barshi, all at NASA Ames Research Center, USA
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Despite growing concern with the effects of concurrent task demands on human performance, and research demonstrating that these demands are associated with vulnerability to error, so far there has been only limited research into the nature and range of concurrent task demands in real-world settings. This book presents a set of NASA studies that characterizes the nature of concurrent task demands confronting airline flight crews in routine operations, as opposed to emergency situations. The authors analyze these demands in light of what is known about cognitive processes, particularly those of attention and memory, with the focus upon inadvertent omissions of intended actions by skilled pilots.

November 2009
202 pages
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978-0-7546-7997-4
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Pre-Accident Investigations
An Introduction to Organizational Safety
Todd Conklin, Los Alamos National Laboratory, USA
‘The concepts outlined in this absorbing book are eminently practical and have been tested in the field: Pre-Accident Investigations might well not only enhance safety but save organizations money - and potentially lives too.’
The RoSPA Occupational Safety & Health Journal
This book is a set of new skills written for the managers that drive safety in their workplace. This is Human Performance theory made simple. If you are starting a new program, revamping an old program, or simply interested in understanding more about safety performance, this guide will be extremely helpful.

Includes 5 b&w illustrations
September 2012
156 pages
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Safety and Ethics in Healthcare: A Guide to Getting it Right

Bill Runceiman, Australian Patient Safety Foundation Inc, Australia, Alan Merry, University of Auckland, New Zealand and Merrillyn Walton, University of Sydney Australia

A single coherent source of information on the various interlinking domains of patient safety, litigation and ethical behaviour, based on accounts of real-life situations and intended for all healthcare students, specialists and administrators.

Includes 17 b&w illustrations

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Safety at the Sharp End

A Guide to Non-Technical Skills

Rhona Flint, University of Aberdeen, UK, Paul O’Connor, USA and Margaret Crichton, People Factor Consultants Ltd, UK

Safety at the Sharp End is a general guide to the theory and practice of non-technical skills for safety. It covers the identification, training and evaluation of non-technical skills and has been written for use by individuals who are studying or training these skills on CRM and other safety or human factors courses. The material is also suitable for undergraduate and post-experience students studying human factors or industrial safety programmes.

February 2008 330 pages Paperback 978-0-7546-4600-6 £25.00 $44.95

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ASHGATE STUDIES IN HUMAN FACTORS FOR FLIGHT OPERATIONS

Managing safety in aviation has been elevated to the next level with the current emphasis on Safety Management Systems. Safety Management Systems in Aviation describes SMS as a proactive, preventive risk management process that includes hazard identification and mitigation, tools for gathering data, and methods of analysis. This book contributes significantly to the literature in the field of aviation safety and will be an invaluable source for all aviation safety professionals.

Gary J. Northam, Embry-Riddle Aeronautical University, USA

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ASHGATE STUDIES IN RESILIENCE ENGINEERING

The book is very practical in the sense that only relevant and significant theories or frameworks are discussed, followed by extensive descriptions of the situations on the front line. Solution-seekers are the group of readers who will benefit the most from reading the book. The book will also be a significant reference for researchers, particularly those interested in closing the gap between theories and practice of engineering resilience.

Human Factors & Ergonomics Society European Chapter Newsletter

Resilience engineering depends on four abilities: the ability a) to respond to what happens, b) to monitor critical developments, c) to anticipate future threats and opportunities, and d) to learn from past experience – successes as well as failures. They provide a structural way of analysing problems and proposing practical solutions.

This book is divided into four sections which describe issues relating to each of the four abilities. The section’s chapters emphasise practical ways of engineering resilience, featuring case studies and real applications.

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October 2008 322 pages Paperback 978-1-4094-1211-3 £25.00 $44.95

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Writing Human Factors Research Papers

Don Harris, HFI Solutions Ltd, UK, Shanghai Jiao Tong University, China and Leicester University, UK

This book is an excellent resource for budding Ergonomics researchers (such as myself). It encourages us to review the work of others to enhance our own writing skills and be more receptive to the comments of reviewers. Most importantly, the book goes beyond merely the process of writing. As I understand it, this book is actually about “authoring.”

Ergonomics

It is one thing to write a good scientific paper; it is quite another thing to get it published. Don Harris draws upon nearly a quarter of a century of experience as an author and reviewer of research papers, and ultimately as a journal editor. By his own admission, it contains all the things he wished that his mentors had told him 25 years ago, but did not. The material in the book is drawn from many years of finding all these things out for himself.

Includes 5 b&w illustrations

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Safety Management Systems in Aviation

Alan J. Stolzer, Embry-Riddle Aeronautical University, USA, Carl D. Halford and John J. Goglia

Safety Management Systems in Aviation describes SMS as a proactive, preventive risk management process that includes hazard identification and mitigation, tools for gathering data, and methods of analysis. This book contributes significantly to the literature in the field of aviation safety and will be an invaluable source for all aviation safety professionals.

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ASHGATE STUDIES IN RESILIENCE ENGINEERING

Resilience Engineering

Edited by Erik Hollnagel, MINES ParisTech, France, Jean Perny, Dottlo SA, France, David Woods, Ohio State University, USA and John Wreathall, John Wreathall & Co., USA

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‘The book is very practical in the sense that only relevant and significant theories or frameworks are discussed, followed by extensive descriptions of the situations on the front line. Solution-seekers are the group of readers who will benefit the most from reading the book. The book will also be a significant reference for researchers, particularly those interested in closing the gap between theories and practice of engineering resilience.’

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This book is divided into four sections which describe issues relating to each of the four abilities. The section’s chapters emphasise practical ways of engineering resilience, featuring case studies and real applications.

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