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Meltdown: Why Our Systems Fail and What We Can Do about It (Hardback)

By Chris Clearfield, András Tilcsik

Penguin Press, 2018. Hardback. Condition: New. Language: English . Brand New Book. A groundbreaking take on how complexity causes failure in all kinds of modern systems--from social media to air travel--this practical and entertaining book reveals how we can prevent meltdowns in business and life. Endlessly fascinating, brimming with insight, and more fun than a book about failure has any right to be, Meltdown will transform how you think about the systems that govern our lives. This is a wonderful book. --Charles Duhigg, author of The Power of Habit and Smarter Faster Better A crash on the Washington, D.C. metro system. An accidental overdose in a state-of-the-art hospital. An overcooked holiday meal. At first glance, these disasters seem to have little in common. But surprising new research shows that all these events--and the myriad failures that dominate headlines every day--share similar causes. By understanding what lies behind these failures, we can design better systems, make our teams more productive, and transform how we make decisions at work and at home. Weaving together cutting-edge social science with riveting stories that take us from the frontlines of the Volkswagen scandal to backstage at the Oscars, and from deep beneath the Gulf of...

Reviews

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