Dreyfus

Tony Ward grad

Identikit

mystick

Egoic folk & wisdom

Ancient
de
haven
decade

718
obsession - identity

breakdown - reverse

reflection = Winograd

hermeneutics

hermeneutics = uncentred

handling

sociology (organization)

technology

behaviour

psychology (manipulat)
3

in expand it... what?

- Funda:
  Understanding the process/system of
  how standards in the telecom sector are being made.

- Peter:
  Understanding the process/system of
  rationally in organizations?
  - Organizational learning?
  - Knowledge management?
  - TPM
  - System thinking?
Tom

Process improvement

ISO 9000

Six Sigma

BPR

TSI/AR

CST

Steady state

Enablers

Lean Learning

Aligning Lean

Organisational Learning
been -> OR is for already

organizational (symply)

How things are done, done, IS

TS1 -> security human

ET 8 -> SP1 -> CHM -> IN

Fail on

MFS

how to build sytems

= organisational

engineer
Pens are systems.

- GST
- IS
- M15
- AVAS
- Systems

\[ \text{feedback and control systems?} \]

\[ \text{P - D - C} \]

Testing hypothesis

Multivariate

Personal Quality...