Title: The two sides need to move

Marginal improvements in every operation

Intervention 1 = design of the system
Intervention 2 = receiving the manual feedback.

Theory

2.1 Approach

check

do

2.2 A different method: an idea

Shyness of managers

3. Miller

4. Carne

5. Discussion

- Started with Borgman's approach
- Vauxen approach, opening the process (ideation)
- Machiavellian approach, "selfish game"