

Understanding Systems	Analyzing Systems	Improving Systems
GALL's LAW Flow Stock Slack Constraint Environment Selection Test Feedback Loop Auto-catalysis Change Inter dependencies Second order effects	Deconstruction Measurement Key performance indicators Garbage in - Garbage out Sampling Counter party risk Ratios Norms Proxy Context Segmentation Humanization	Refactoring Optimization Critical Few Diminishing returns Friction Automation Irony of automation Standard Operating Procedure Check listing Cessation Normal accidents Resilience Fail Safe (back up) Stress testing Scenario planning The middle path Experimental mindset

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