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Resilience Engineering for socio-technical risk analysis: application in neuro-surgery

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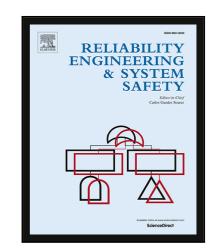
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HIGHLIGHTS

- A case study in a neuro-surgery department is presented
- Social and technical analyses are jointly adopted to cope with system complexity
- The Variability Impact Matrix for FRAM analyses is introduced
- Ad hoc functional performance indicators and corrective measures are proposed



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