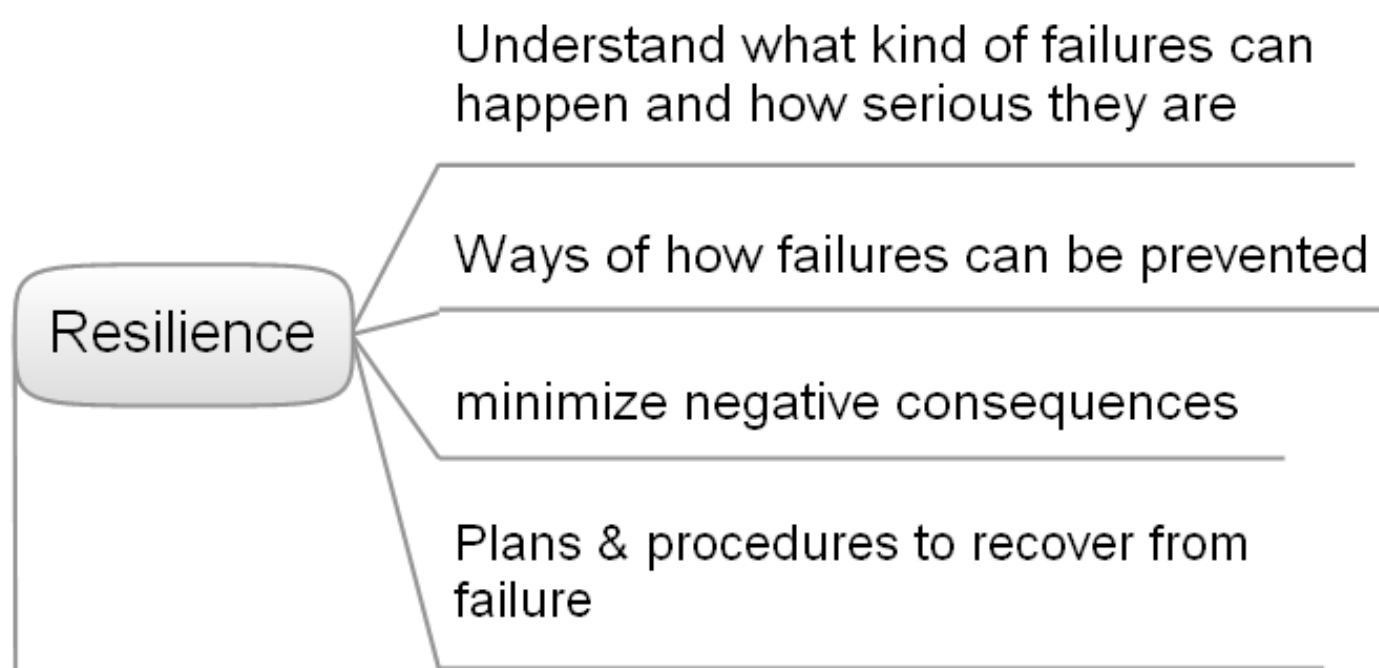


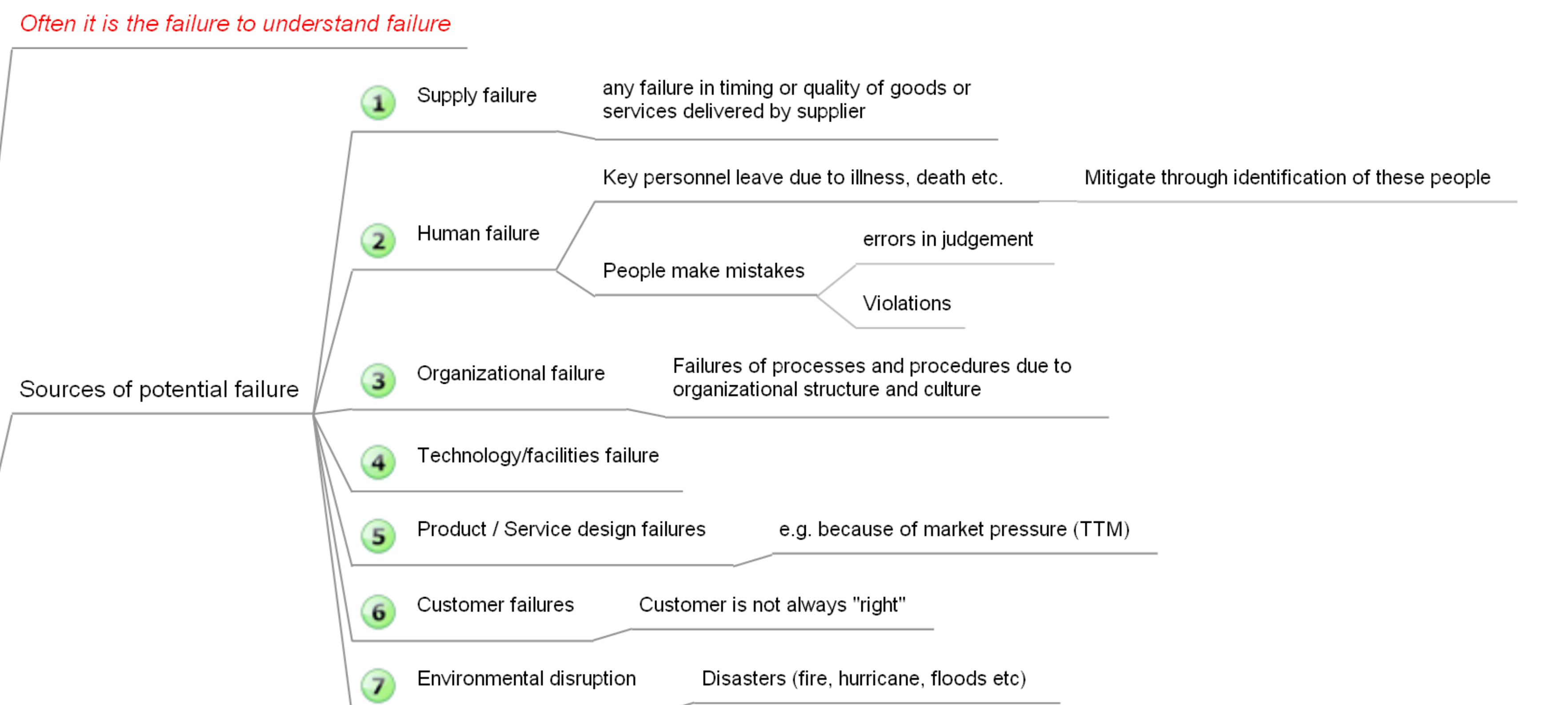
it is not necessarily the failure itself that leads to dissatisfaction but often the organizations response to the breakdown



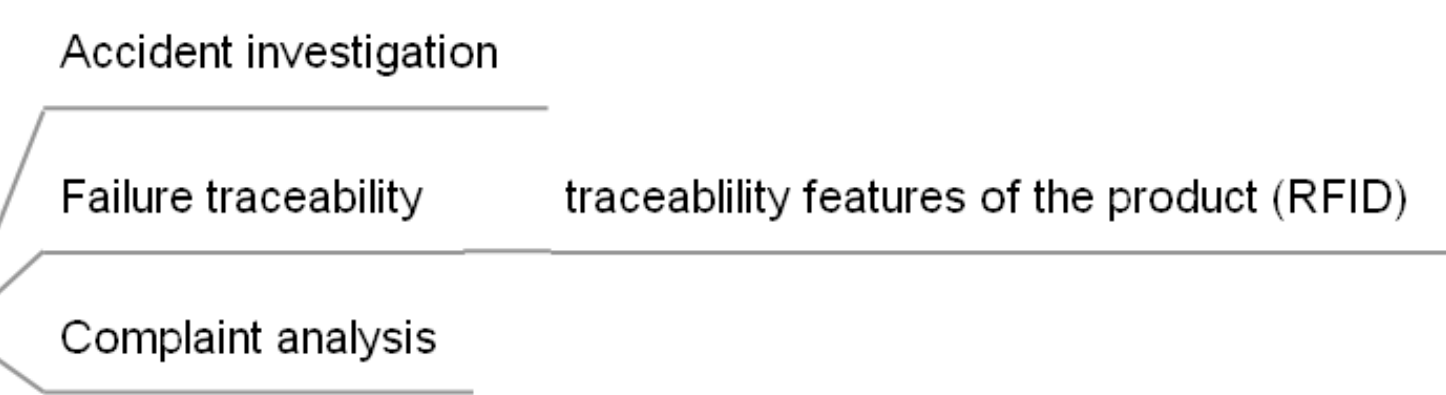
Risk and resilience

Slack et al chapter 14 (2009)

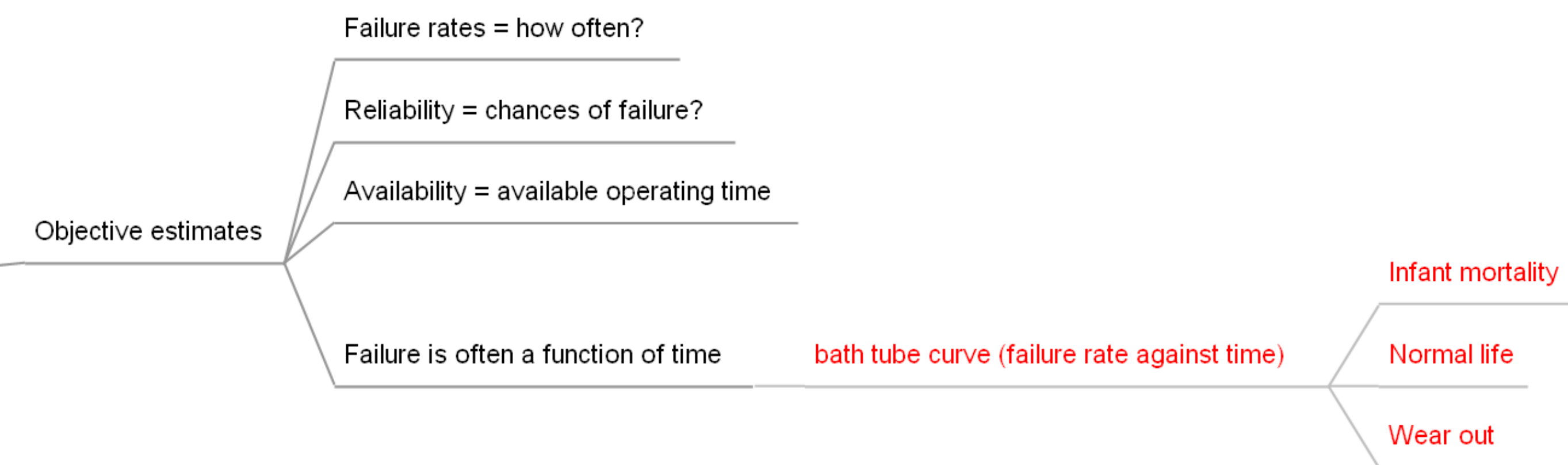
Have potential failure points been assessed?



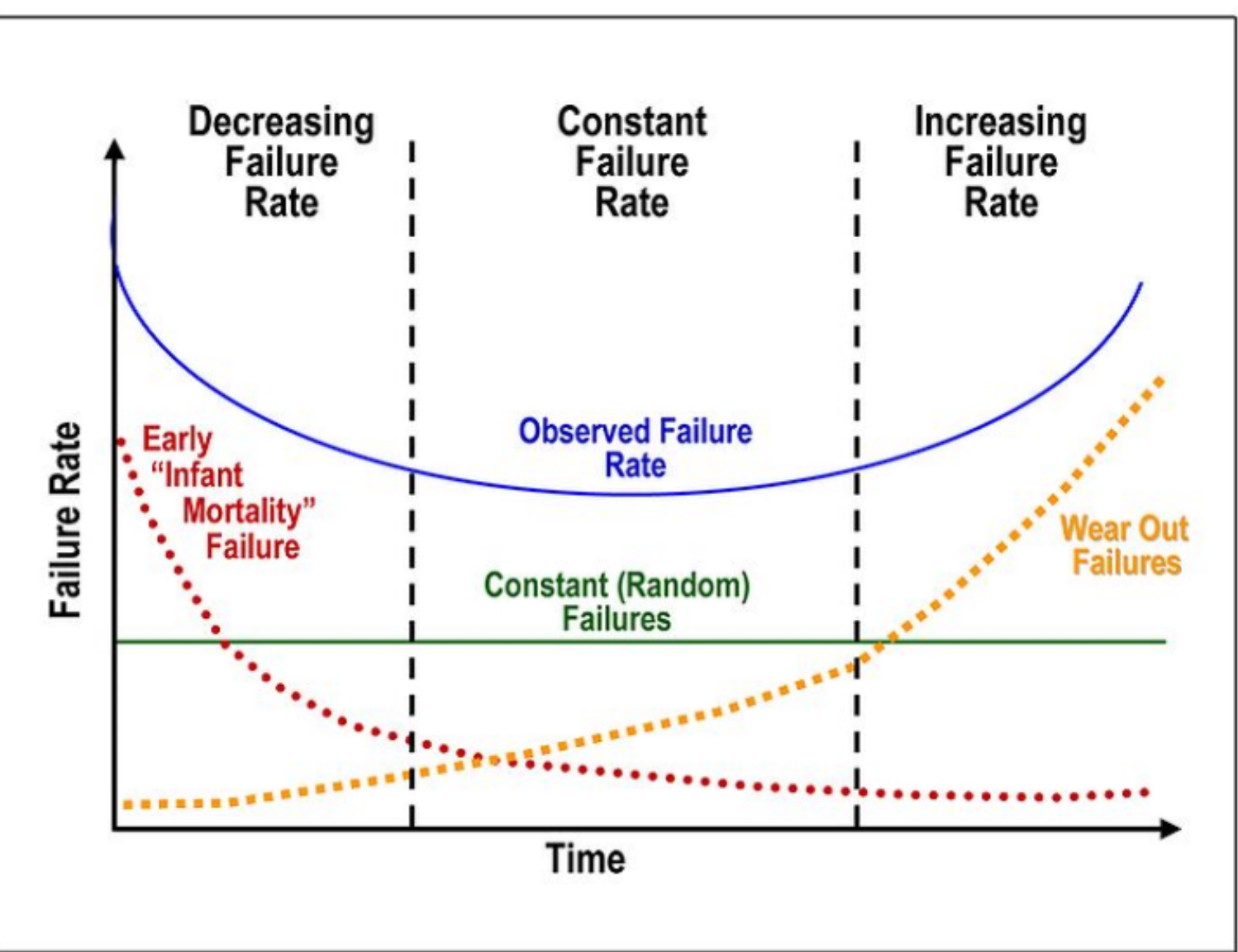
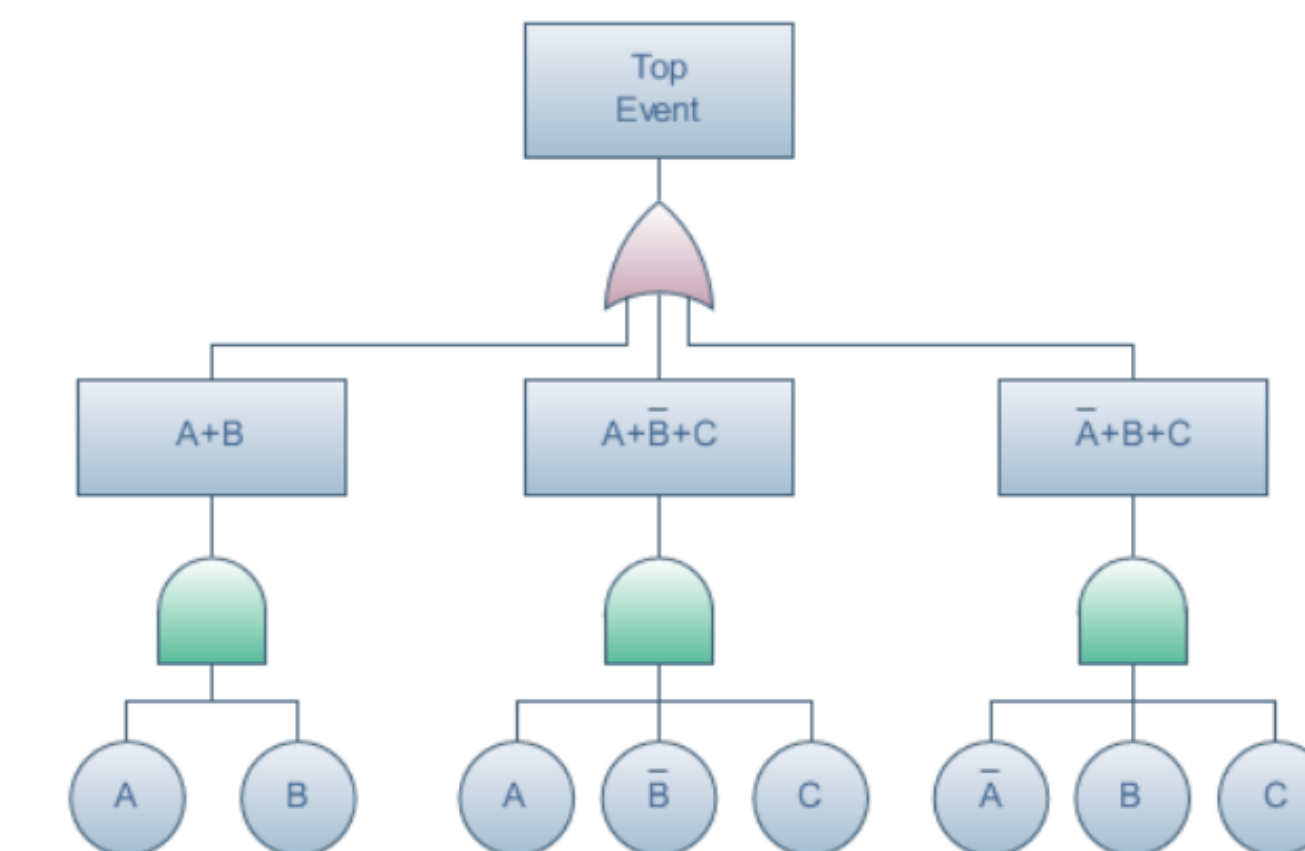
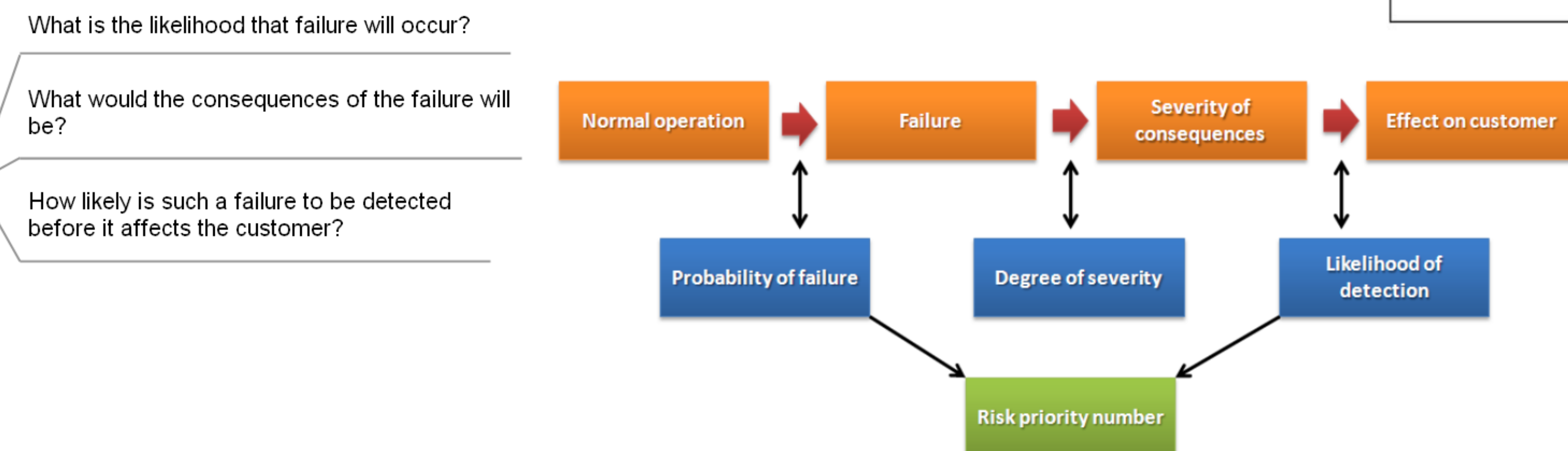
Post failure analysis



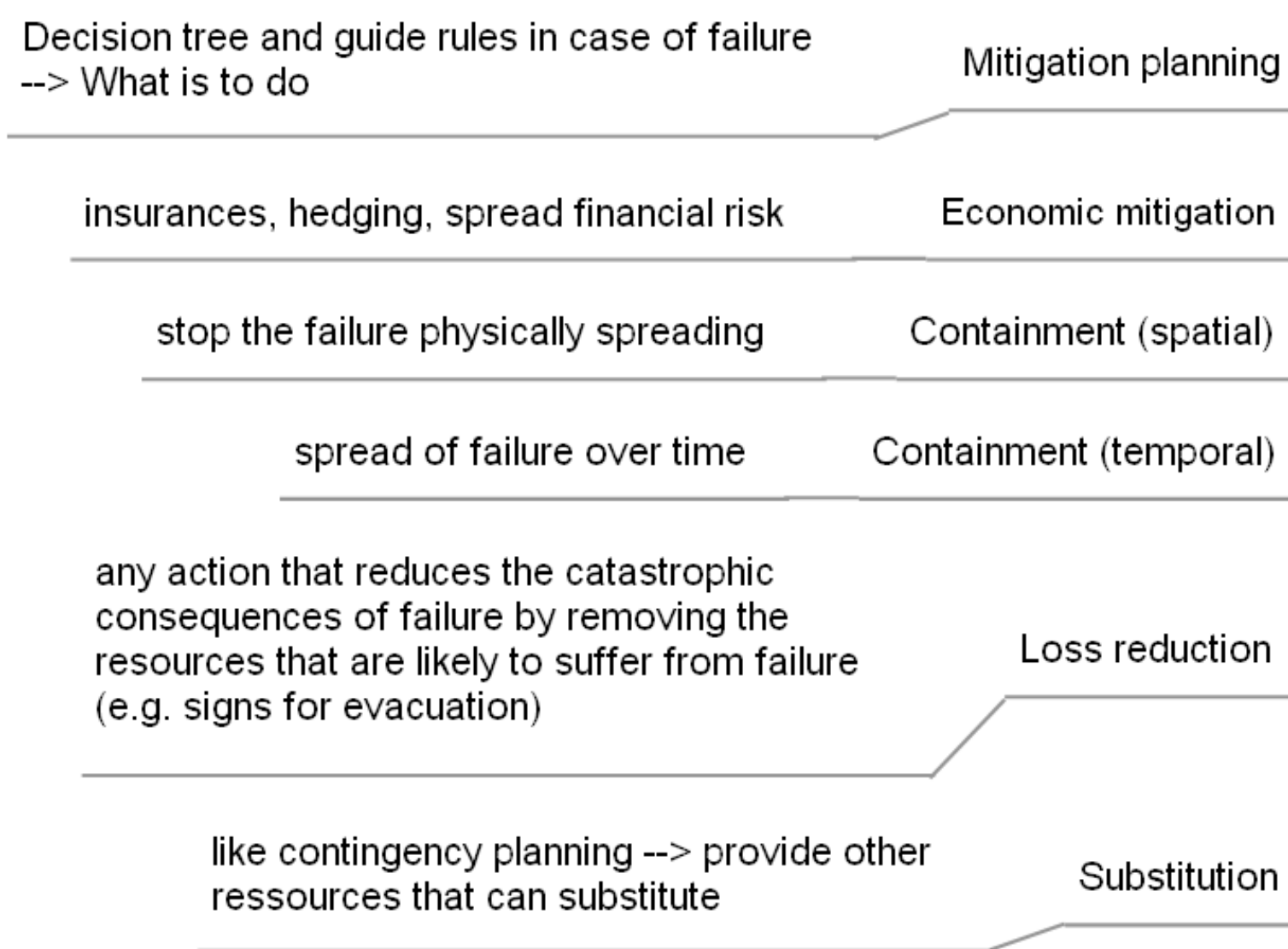
Likelihood of failure



Failure mode and effect analysis (FMEA)



Have failure mitigation measures been implemented?



Have failure prevention measures been implemented?

