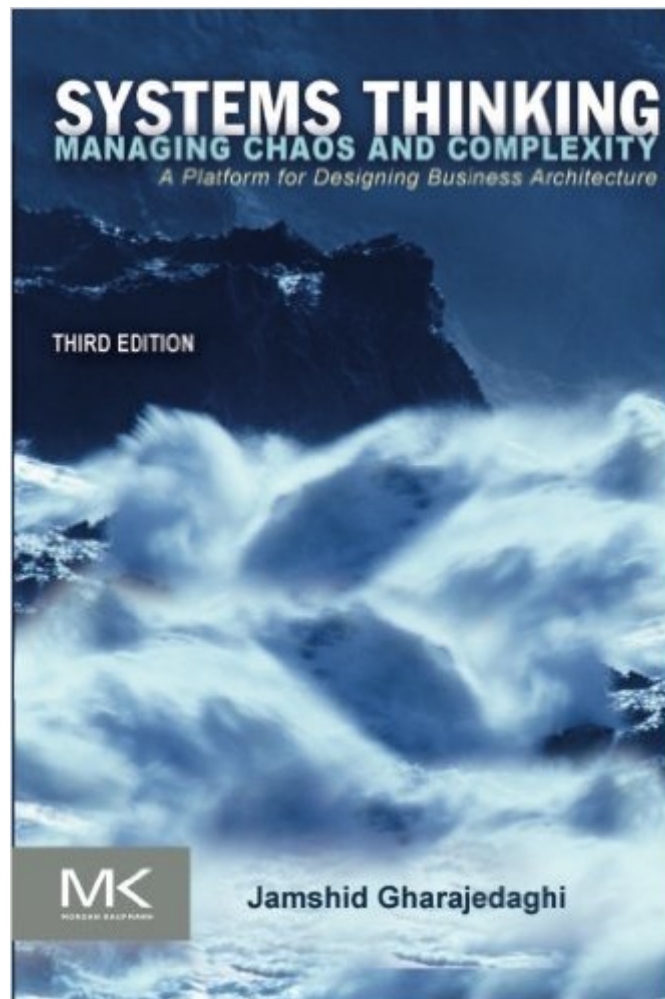


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# Systems Thinking, Third Edition: Managing Chaos And Complexity: A Platform For Designing Business Architecture



## Synopsis

In a global market economy, a viable business cannot be locked into a single form or function anymore. Rather, success is contingent upon a self-renewing capacity to spontaneously create structures, functions, and processes responsive to a fluctuating business landscape. Now in its third edition, *Systems Thinking* synthesizes systems theory and interactive design, providing an operational methodology for defining problems and designing solutions in an environment increasingly characterized by chaos and complexity. The current edition has been updated to include all new chapters on self-organizing systems, Holistic, Operational, and Design thinking. Gharajedaghi covers recent crises in financial systems and job markets, the housing bubble, and environment, assessing their impact on systems thinking. A companion website to accompany the book is available at [www.interactdesign.com](http://www.interactdesign.com). Four NEW chapters on self-organizing systems, holistic thinking, operational thinking, and design thinking. Covers the recent crises in financial systems and job markets globally, the housing bubble, and the environment, assessing their impact on systems thinking. Companion website to accompany the book is available at [interactdesign.com](http://interactdesign.com)

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## Customer Reviews

The least this book can do is to change your thinking paradigm. It's so full of wisdom and insight that it takes a while to absorb the essence of it. There are a few books on *Systems Thinking* out there, but this book is unique in its 30,000 feet view of the discipline. It combines system dynamics and systems design so beautifully that you can't distinguish between them. In my opinion, it's a must

read for senior leaders, consultants and change agents all across the world.

I'm relatively new to these concepts, and this book is challenging and exciting to me. For someone who hasn't spent much time considering these concepts, it will seem pretty revolutionary. I can't really compare it to any other literature on the topic, but I felt that it was a dense, high-level introduction to the topic, and I will likely read through it again and again (because I'm sure I'll discover more each time). This book is well written with easy-to-digest vocabulary, but the concepts are complex and should really make you think. Love it.

I will be brief with my review. Brief because this book forced me to think and introduces new paradigms in my routine. The key learning here is that as Engineers, we should always trade places with our customers and that we should adopt user-centric approaches to systems development. The long narratives in the book could put the shortened attention reader to sleep and intimidate the weak at heart. But, there's a lot of wisdom hidden even in those sections. A second reading should reveal them. His discussion of "Holon" and Multi-minded systems as the foundation for socio-cultural systems was a visionary one, and exposed one reality: That platforms such as Facebook and Twitter were possible even as far back as the 1960's if Engineers had changed their perspectives and embraced multi-mindedness as a design paradigm. This book should be read alongside "The Ghost in the Machine (Arkana) by Arthur Koestler (Jun 5, 1990)". Jovita Nsoh, CISM, CISSP, CITA-PSenior Security ArchitectMicrosoftSeattle, WA

Very interesting. I begin at the end: Is helpful to have the recreation of practical cases. The modular design thinking system is complicated to understand. I pretend use this book as a guide for practical problems. We see how useful is then

Dr. FAYAD E. KAZAN says: After reading several of Professor Gherajedeghi's books including Systems Thinking, I believe that he is a first rate systems thinker. I am indebted to him with great and impressive insights and ideas. Furthermore, Professor Gharajedaghi's outstanding professional and academic records illustrate my point. Dr. Fayad E. Kazan.

This book provides an original view on society and business structure. Book is mostly a theoretical work and some ideas look desirable but unrealistic to implement. To some extent author tried to show a shape of future society. I'd say that complexity and practical use of the book go in opposite

directions. Beginning looks pretty practical and complexity increased to the end. As for critical review of this book I recommend to read an introduction to the book. It clearly explains the value of the book as nontraditional and original point of view.

I have used this text for several years now in my Organization Behavior course. It could use a rewrite but still a great book.

A different view on problem solving and thinking.

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