

Accepted Manuscript

A framework for the analysis of slack in socio-technical systems

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PII: S0951-8320(16)30988-7
DOI: [10.1016/j.ress.2017.06.023](https://doi.org/10.1016/j.ress.2017.06.023)
Reference: RESS 5890



To appear in: *Reliability Engineering and System Safety*

Received date: 22 December 2016
Revised date: 12 June 2017
Accepted date: 18 June 2017

Please cite this article as: Tarcisio Abreu Saurin , Natalia Jaeger Basso Werle , A framework for the analysis of slack in socio-technical systems, *Reliability Engineering and System Safety* (2017), doi: [10.1016/j.ress.2017.06.023](https://doi.org/10.1016/j.ress.2017.06.023)

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Highlights

- A framework for the analysis of slack is proposed
- The framework is tested in a healthcare setting
- Under and over protected variability sources are identified
- Slack resources can be compared based on a shared construct, metric, and classification scheme
- The concept of Unit of Slack is introduced

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