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DONALD A. NORMAN

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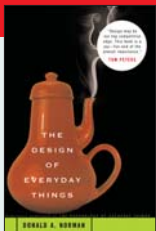
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THE DESIGN OF FUTURE THINGS



DONALD A. NORMAN

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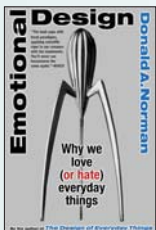
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DONALD A. NORMAN is professor of computer science at Northwestern University, a former “Apple Fellow,” and a partner in the Nielsen Norman Group Consulting Firm, which consults with corporations on design. He lives in Northbrook, Illinois and Palo Alto, California.

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