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## Sommario/riassunto

Over the past decade organizations have faced relentless customer demand for better value at less cost, individual customization, greater choice, faster delivery, higher quality, exceptional service, and more recently - increased environmental and social consciousness. The organization's weapon of choice to address this increasing demand has been the supply chain. However, as the supply chain footprint changed (e.g. outsourcing, off-shoring and customer/vendor empowerment) so did the organization's exposure to uncertainty. Organizations were taken by surprise since this exposure was una