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Sommario/riassunto	<P>Today's business organizations, especially large ones, are complex places; difficult to manage and to control. Much of this complexity is self-induced and too much of the management of these organizations is done on an ad hoc basis. Different reporting, control and management systems are used in different parts of the company and often these are incompatible, making it difficult, sometimes impossible for top management to know what is going on. Consequently it is an arduous task for managers to make strategic plans for the business or react quickly to changes in the environment.</P><P>This