

# La complessità nella supply chain 4.0

Roberto Pinto

*Dipartimento di Ingegneria Gestionale,  
dell'Informazione e della Produzione (DIGIP)*

*Università degli Studi di Bergamo*

**Torino, 28 settembre 2017**



# Disclaimer

---

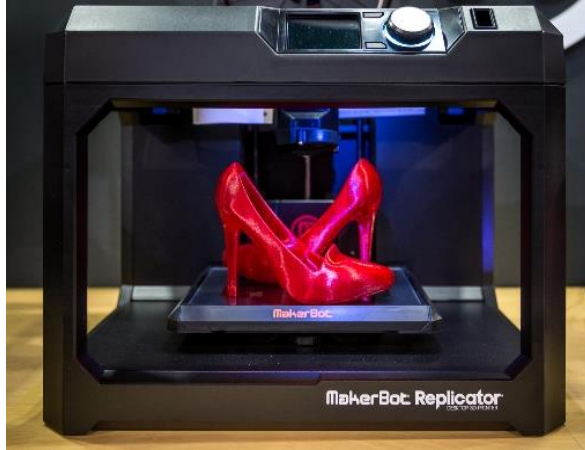
I contenuti di questa presentazione sono stati preparati e adattati con riferimento all'evento Fabbrica Futuro Torino - 28 settembre 2017.

I contenuti estrapolati dalle fonti originali – riportate in calce alle slide – sono stati assemblati ai soli fini di illustrare il discorso del relatore, e non riflettono necessariamente il punto di vista degli autori originali che rimangono proprietari e responsabili dei rispettivi contenuti e significati.

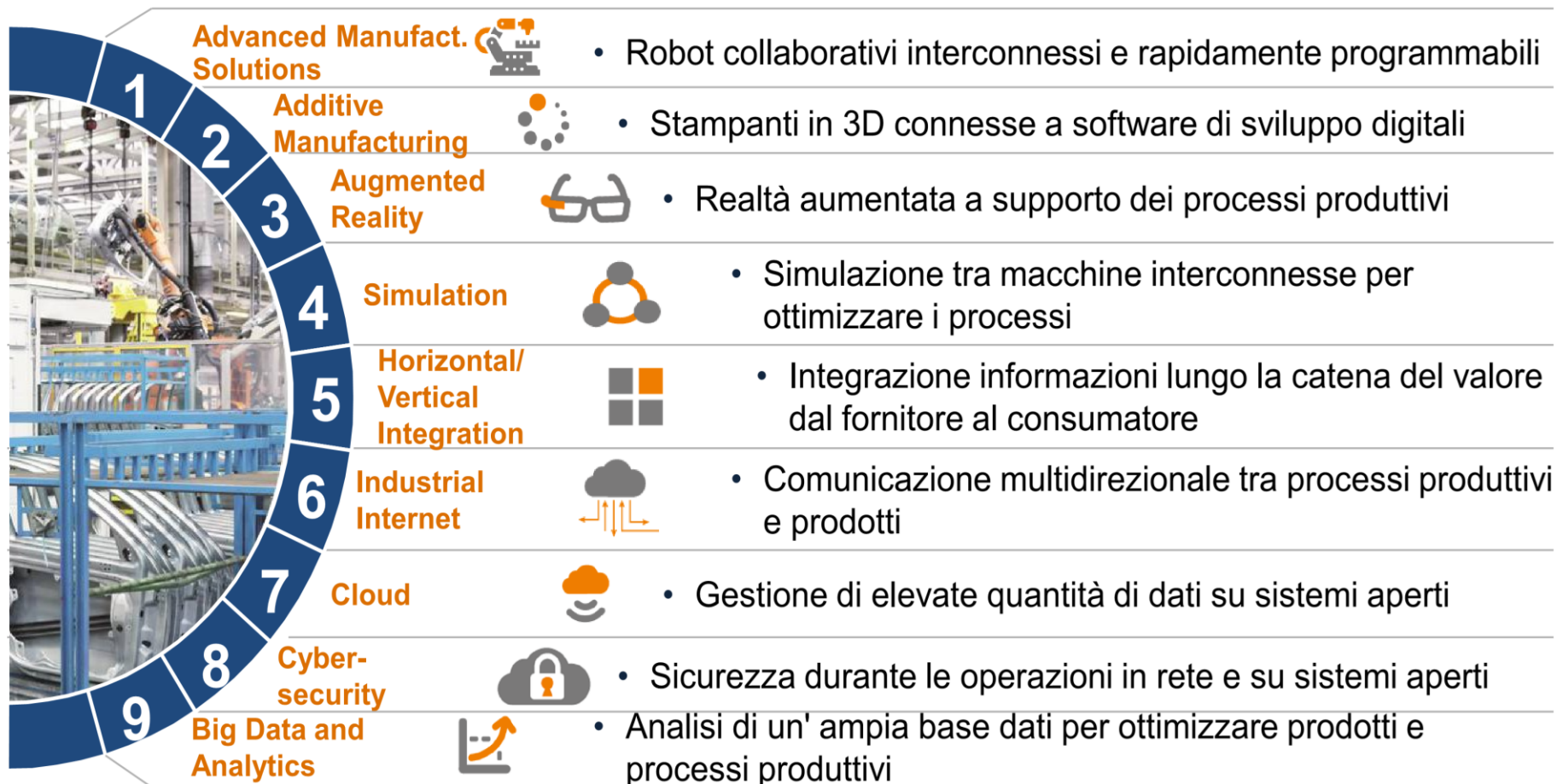
La riproduzione di contenuti terzi è esclusivamente a fini di divulgazione non commerciale da parte del relatore della presentazione.



# Un futuro non troppo lontano



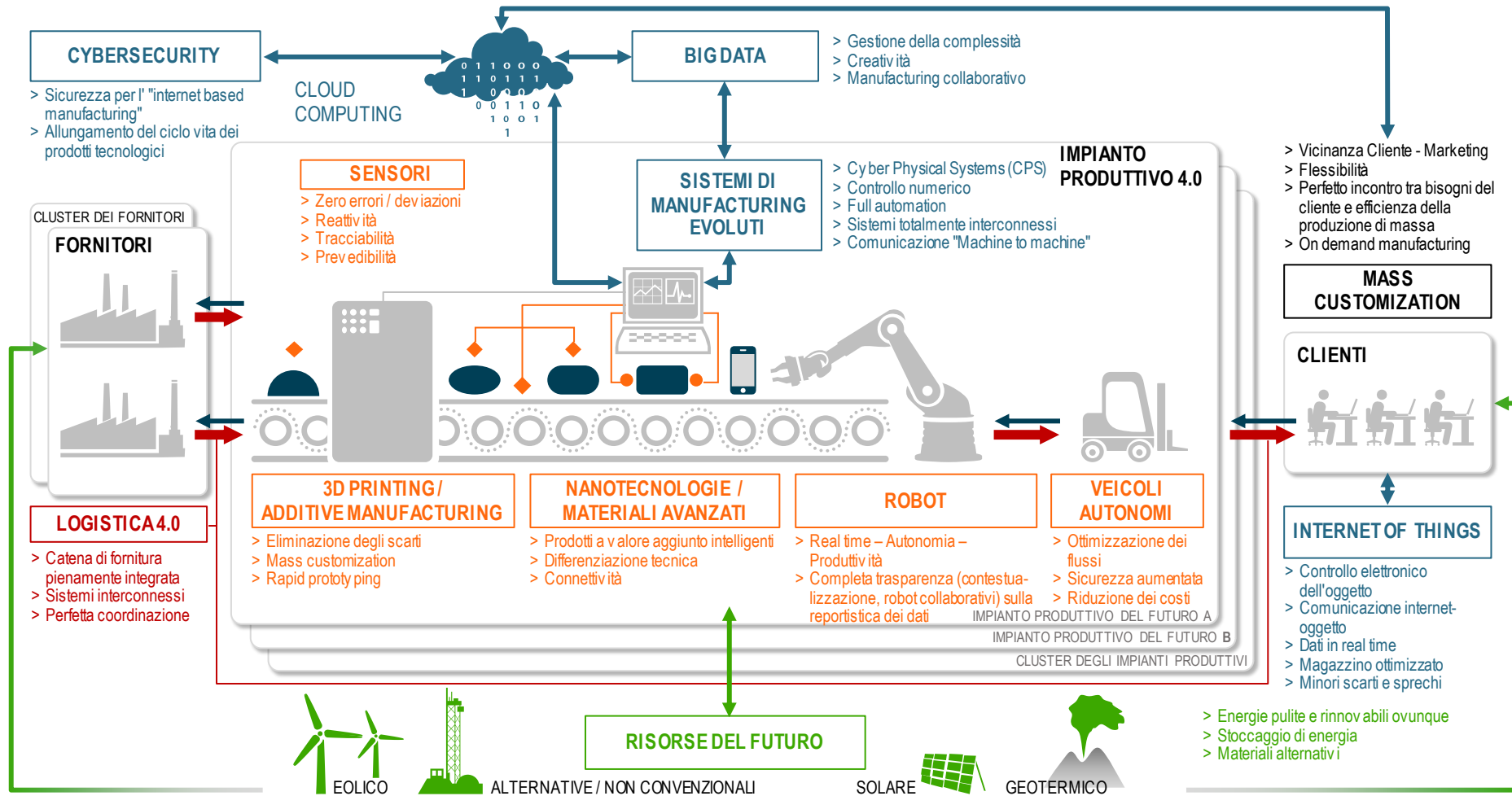
# Tecnologie abilitanti 4.0



Piano Nazionale Industria 4.0



# Factory 4.0





# Logistica 4.0

---

- Il paradigma Industry 4.0 impatta anche sulla logistica industriale e distributiva e sulla supply chain:
  - La logistica/supply chain **deve essere adattata** alle esigenze della «fabbrica smart / 4.0»
  - La logistica/supply chain **può beneficiare** delle tecnologie abilitanti industry 4.0 (automazione, connessione, comunicazione...)



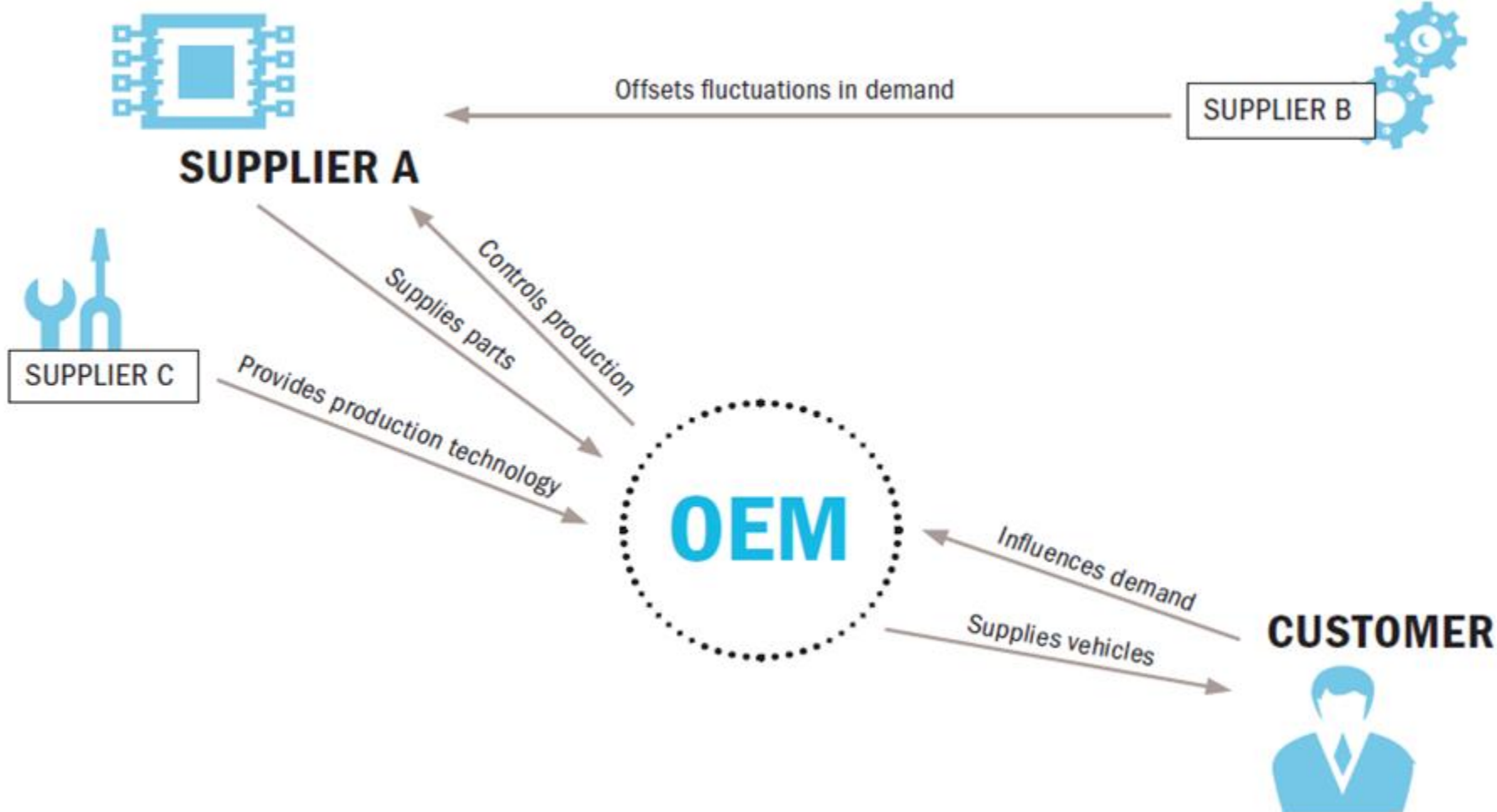
# Aumento della complessità del prodotto

% Increase – Past Two Years	All Respondents	High Tech	Life Sciences	Industrial Equipment Manufacturer
Number of Mechanical Components	13.4%	12.4%	9.0%	13.7%
Lines of Software Code	34.4%	36.0%	32.9%	42.5%
Number of Electrical Components	19.6%	20.0%	17.7%	17.1%

Source: Aberdeen Group, June 2014

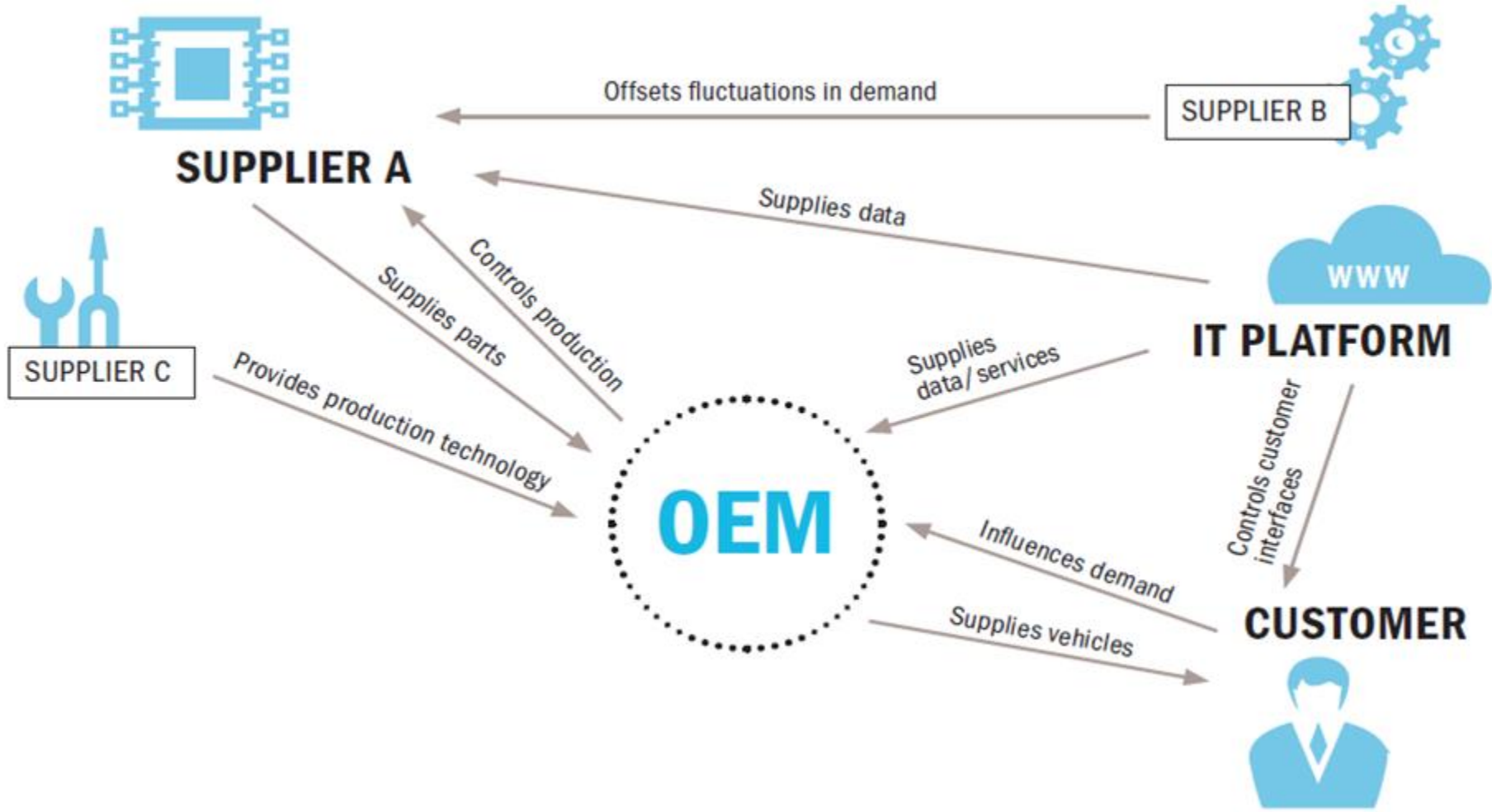


# Aumento della complessità nelle relazioni

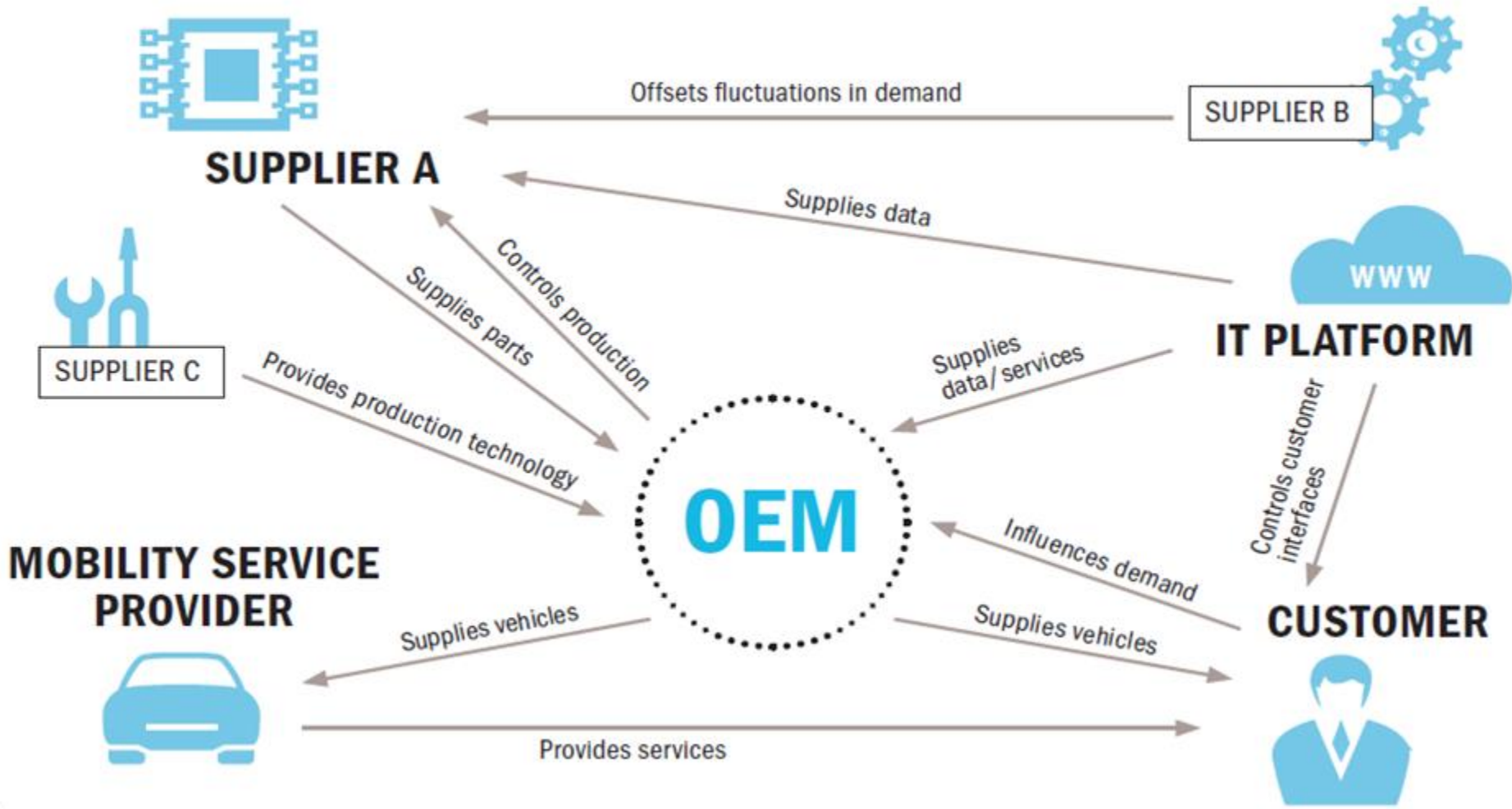




# Aumento della complessità nelle relazioni



# Aumento della complessità nelle relazioni



# Aumento della complessità nel sistema Logistics «unbundling»

## Ocean / Air freight forwarding



## Overland freight transportation



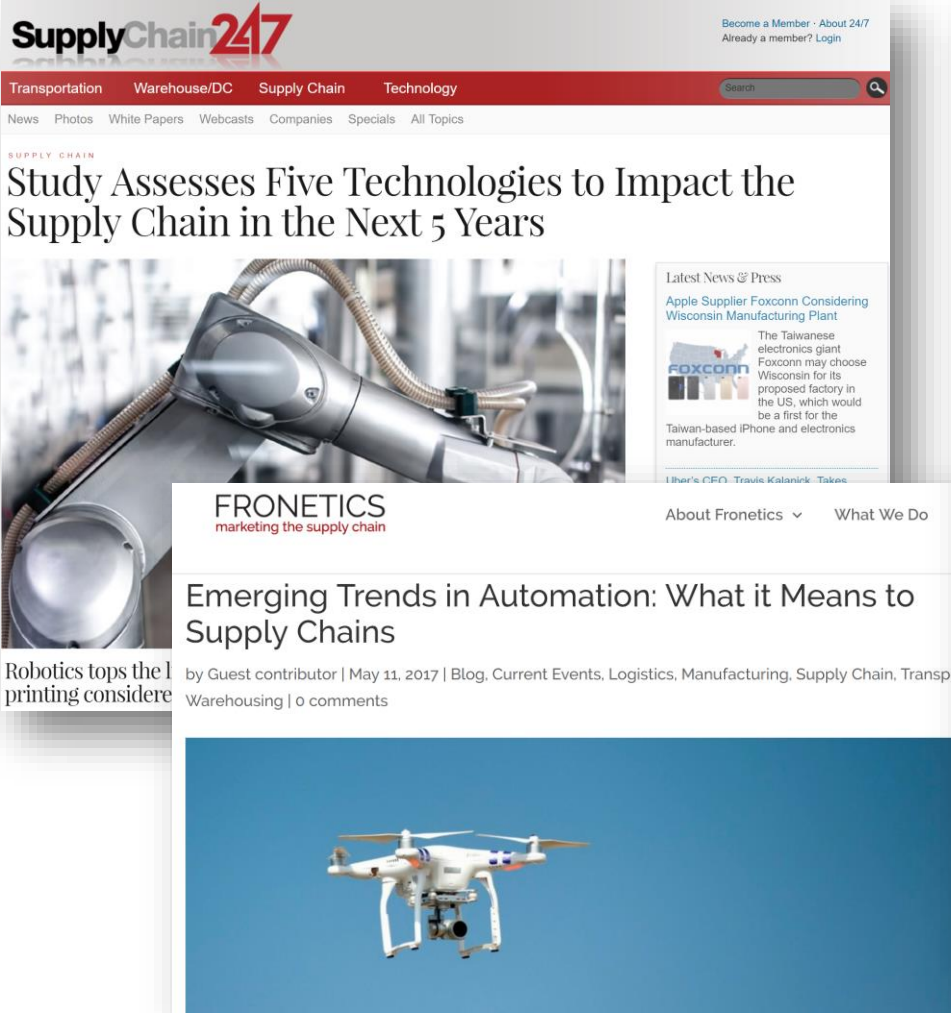
## Parcel / express delivery



Dhl Trend Radar 2016



# Tecnologia e supply chain 4.0



The screenshot shows the SupplyChain247 website. The main article is titled "Study Assesses Five Technologies to Impact the Supply Chain in the Next 5 Years". Below the article is a large image of a robotic arm. To the right of the main article is a "Latest News & Press" section with a link to "Apple Supplier Foxconn Considering Wisconsin Manufacturing Plant". Below the main article is a section for "FRONETICS marketing the supply chain" with the title "Emerging Trends in Automation: What it Means to Supply Chains". Below this is a small image of a drone. The text "Robotics tops the printing considers" is partially visible on the left side of the screenshot.



The screenshot shows the inbound logistics website. The main article is titled "6 Technologies Guaranteed to Disrupt Your Supply Chain" by Tom Gresham, dated July 13, 2016. The article is categorized under "Feature Stories" and "July 2016". The tags are "3PL, Transportation, Logistics, Technology, Third-Party Logistics, Supply Chain". Below the article is a large image of a warehouse worker in a safety vest using a tablet. Below the image is the text: "As innovative technological solutions continue to shake up logistics, managing the supply chain is no longer business as usual."



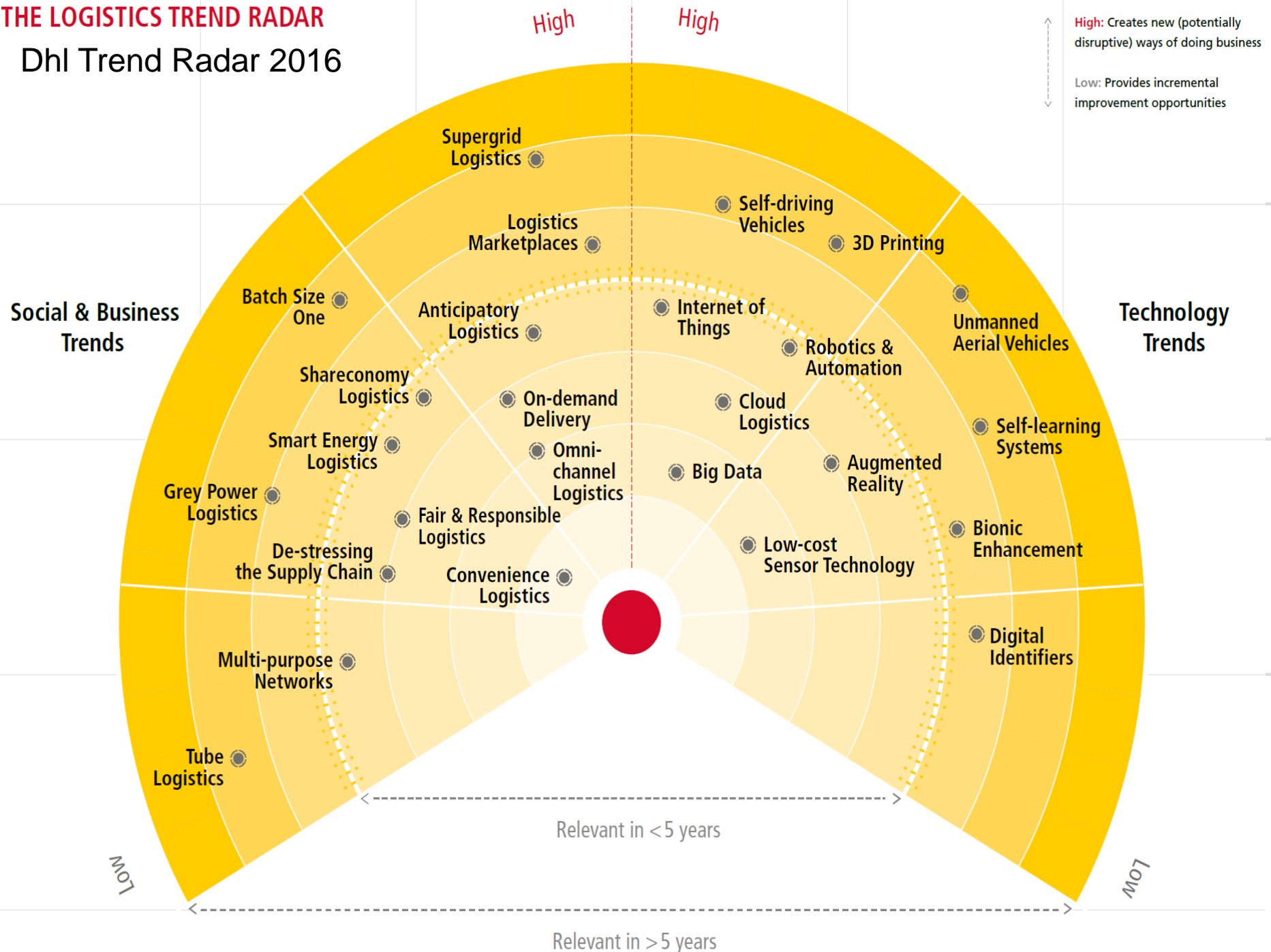


# THE LOGISTICS TREND RADAR

## Dhl Trend Radar 2016

High: Creates new (potentially disruptive) ways of doing business

Low: Provides incremental improvement opportunities



# Nei prossimi 5 anni...(?)

TREND	IMPACT	TIMEFRAME	SUMMARY
Anticipatory Logistics	High	< 5 years	Powered by big data-based predictive algorithms, anticipatory logistics enables logistics providers to significantly boost process efficiency and service quality by predicting demand before it occurs, to achieve faster delivery times and enhanced capacity and network utilization.
Convenience Logistics	Medium	< 5 years	Online shoppers enjoy not just the price advantage of purchasing online, but also 24/7 availability and convenience. With increasing consumer trust in purchasing groceries and pharmaceuticals online, there is high demand for new cold-chain packaging and delivery solutions.
Grey Power Logistics	Medium	> 5 years	In five or more years' time, the first wave of digital natives will enter the aged population segment. Grey power logistics – the logistics for an aging society – will offer new services (e.g., home delivery of medicines) to answer the resulting challenges of this demographic development.
On-demand Delivery	High	< 5 years	Delivery is no longer owned by larger players who set limitations on delivery times and locations. New on-demand last-mile delivery concepts utilize the power of the crowd and flexible courier workforces to enable customers to have their purchase delivered when they need it, where they need it.
Augmented Reality	Medium	< 5 years	Blurring the lines between the digital and physical worlds, augmented reality (AR) will provide new perspectives in logistics planning, process execution, and transportation. By adding virtual layers of contextual information onto a heads-up display, AR empowers workers by providing the right information, at the right time, and in the right place.
Big Data	High	< 5 years	Logistics is being transformed through the power of data-driven insights. Unprecedented amounts of data can now be captured from various sources along the supply chain. Capitalizing on the value of big data offers massive potential to optimize capacity utilization, improve customer experience, reduce risk, and create new business models.

*Dhl Trend Radar 2016*






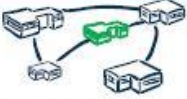
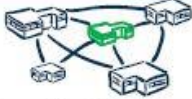
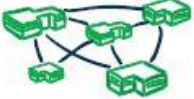





















# Nei prossimi 5 anni...(?)

Cloud Logistics	High	< 5 years	Ideal for complex, volatile environments, cloud computing enables new 'logistics-as-a-service' (LaaS)-based business models. Logistics providers can activate and deactivate customizable, modular cloud services on demand using a pay-per-use approach.
Internet of Things	High	< 5 years	The Internet of Things empowers smart objects to be active participants in self-steering, event-driven logistics processes. Logistics is one of the major industries that will benefit from the intelligent conjunction of information and material flows.
Low-cost Sensor Technology	Medium	< 5 years	Established consumer sensor technologies enable new applications within the logistics industry. With access to low-cost sensors, logistics is likely to increase the use of sensors, creating smart infrastructures for monitoring, inspecting, and volume scanning in the supply chain.
Robotics & Automation	High	< 5 years	Robotics and automation technologies support zero-defect logistics processes and enable new levels of productivity. The new generation of collaborative robots and automated solutions with significantly improved performance and enhanced sensing capabilities offers a genuine alternative

*Dhl Trend Radar 2016*



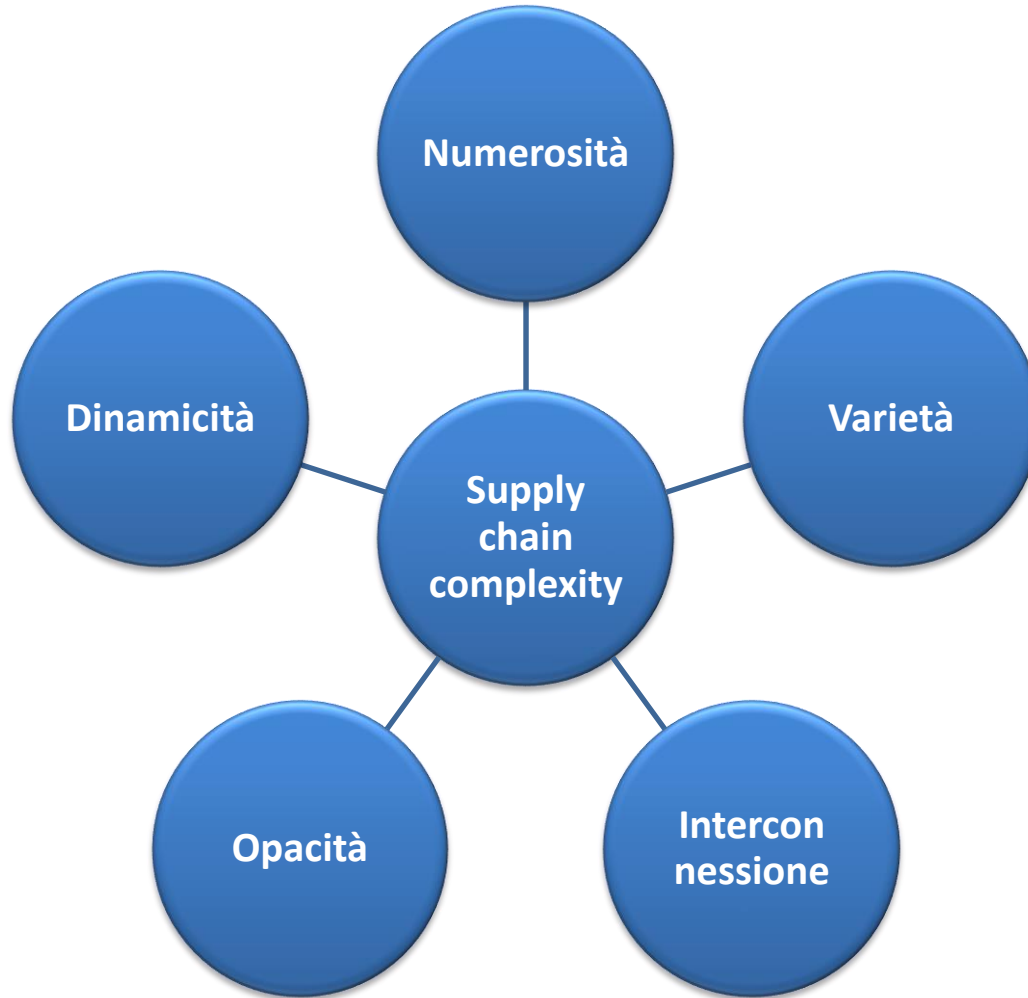
# Un percorso graduale

Logistics					
<b>Supply Chain Logistics</b>	 Local Operating Structure	 Global Operations Structure	 Partial Global Resource Planning / Controlling	 Complete Global Resource Planning / Controlling	 Open and Flexible Operations Footprint
<b>Inbound Logistics</b>	 Push Delivery Process	 Pull Delivery Process / JIS	 Vendor Managed Inventory	 Autonomous Inventory Management	 Predictive Inbound Logistics Management (Big Data)
<b>Warehouse Management</b>	 No Automation	 Automatic Warehouse System	 Automatic Warehouse Network	 Supply Chain Warehouse Network	 No Warehouse in Supply Chain
<b>Intralogistics / Line Feeding</b>	 Manually steered rack, trolley	 Manually steered train	 Autonomous FTS on fixed routes	 Autonomous FTS on open area	 Autonomous FTS on open area steered by production machine
<b>Outbound Logistics</b>	 Push Delivery Process	 Order-Based Delivery Management	 Active Delivery Management	 Automatic Delivery Management	 Predictive Delivery Management
<b>Logistics Routing</b>	 Decentralized Vehicle / Equipment Fleet	 Centralized Vehicle / Equipment Fleet	 Pre-planned and Centralized Fleet	 Real-Time Routing and Connected Navigation	 Autonomous Transportation Vehicle / Equipment

# Le dimensioni della complessità nella supply chain

---

*«La complessità implica la capacità di un sistema di generare comportamenti sorprendenti»*



# Caratteristiche dei sistemi complessi

---

- **I sistemi complessi devono essere difesi**
    - Aspetti tecnici (ridondanza, backup...)
    - Aspetti umani (formazione, training...)
  - **I sistemi complessi falliscono a causa di tante piccole *failure***
    - E' virtualmente impossibile costruire un sistema privo di qualsiasi difetto (troppo difficile, troppo costoso...)
    - Piccoli difetti in sé possono essere accettabili, ma attenzione alla loro combinazione
  - **I sistemi complessi possono tollerare/compensare *failure* isolate**
    - La tecnologia e soprattutto gli operatori possono compensare eventuali problemi
  - **La componente umana ha un duplice ruolo: *far funzionare e difendere il sistema***
    - Gli operatori devono essere formati per entrambi i ruoli
  - **Le decisioni sui sistemi complessi sono sempre affette da incertezza**
  - **Il cambiamento introduce nuove possibilità di *failure***
- 



# Alcuni benefici della tecnologia in logistica

---



Automazione dei processi - produttività

Maggior autonomia dei processi

Maggior sicurezza degli ambienti di lavoro

Miglioramento della visibilità interna ed esterna

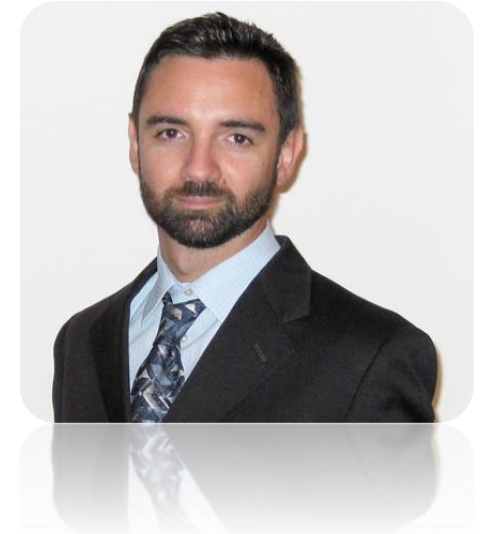


---

# Roberto Pinto Ph.D

Supply Chain & Logistics

Dipartimento di Ingegneria Gestionale,  
dell'Informazione e della Produzione (DIGIP)  
Università degli Studi di Bergamo



 [roberto.pinto@unibg.it](mailto:roberto.pinto@unibg.it)

 [@ropinot](https://twitter.com/ropinot)



[www.unibg.it](http://www.unibg.it)

 [cels.unibg.it](http://cels.unibg.it)



[www.linkedin.com](http://www.linkedin.com)

