

SUSMILE Capsule 2.3.5

Sources document

- Pells, D. L. (2009). Disruptive Events! Are you, your project or your organization prepared?.
 PM World Today, 11. https://pmworldlibrary.net/wp-content/uploads/2016/12/2009-Sept-PellsDisruptive-Events-Are-you-prepared.pdf
- Twin, A. (2021, September 23). Disruptive Innovation. Investopedia.com. https://www.investopedia.com/terms/d/disr uptive-innovation.asp
- World Economic Forum. (2021, April). Pandemic, Parcels and Public Vaccination Envisioning the Next Normal for the Last-Mile Ecosystem. https://www3.weforum.org/docs/WEF_Pandemic_Parcels_an d_Public_Vaccination_report_2021.pdf