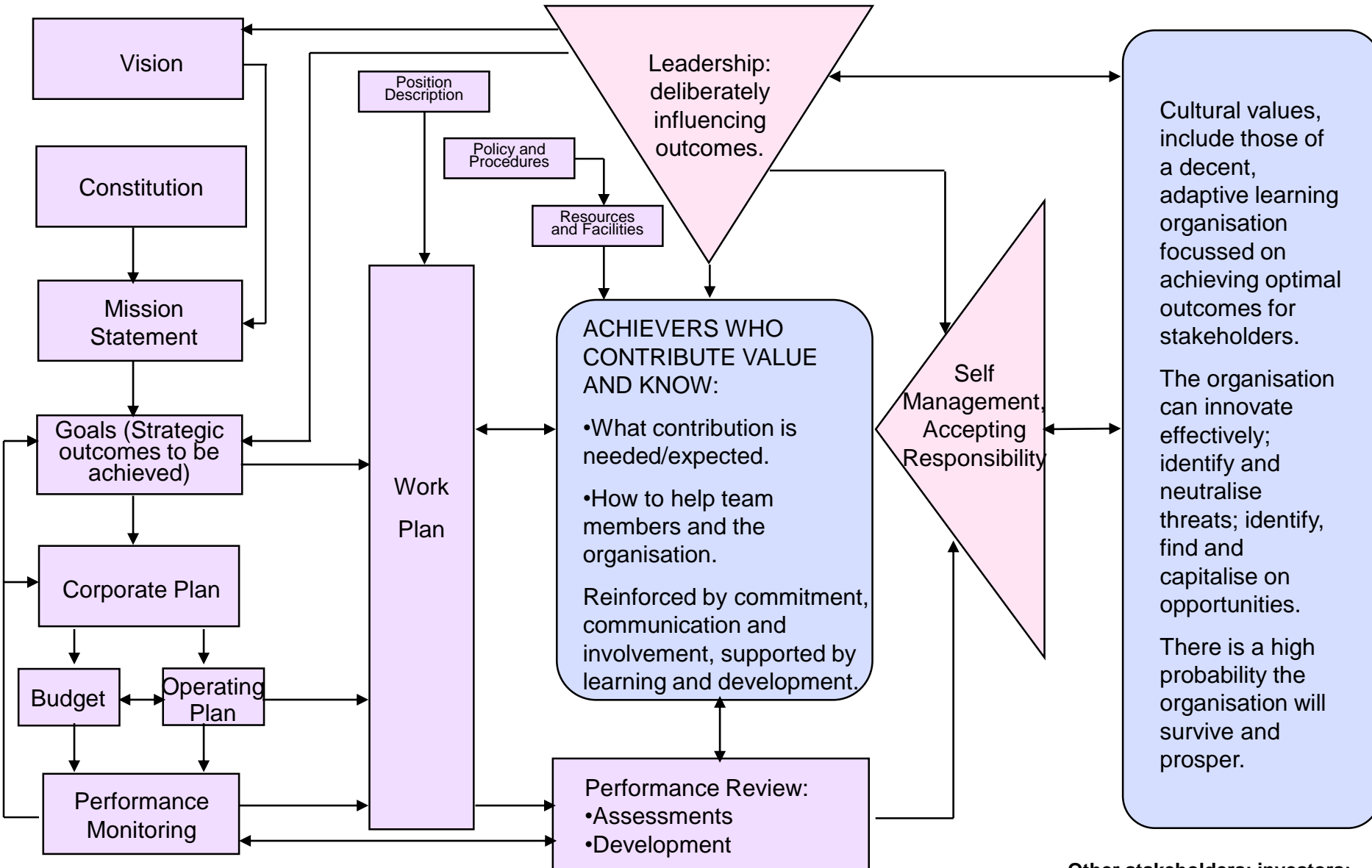


**BUSINESS PROCESSES**

**EFFECTIVE ACHIEVEMENT**

**CULTURE**



← Derives, or drives or influences.

↔ Influences and is influenced by; drives or is driven by.

□ Process outcome

△ Actions and behaviour of people

□ State

**Other stakeholders: investors; customers; suppliers and the communities, also condition business processes.**