

Environment and external stakeholders

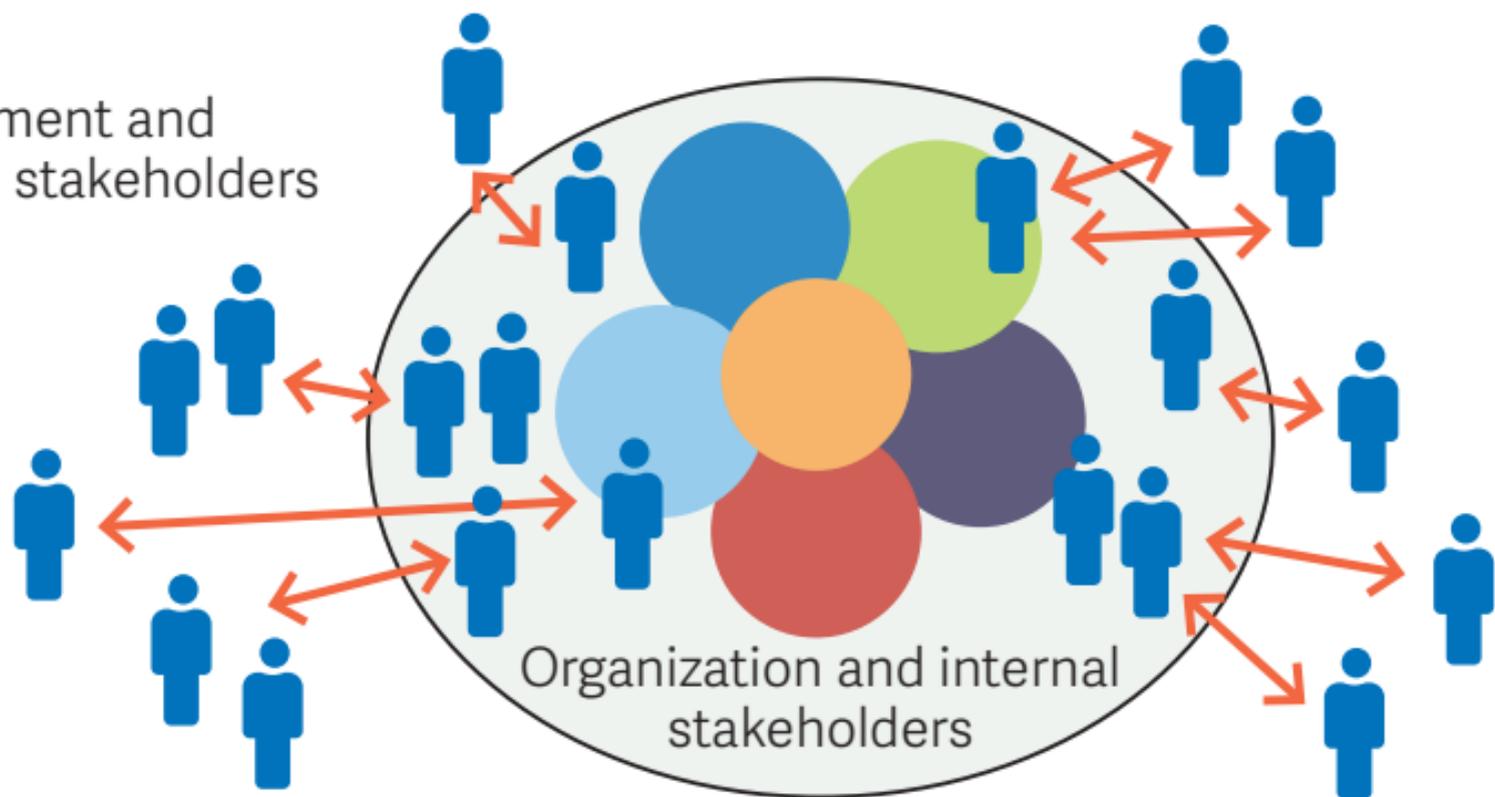


FIGURE 7.5
The organization and its environment.