

ENVIRONMENT (consists of organizations and individuals)

CUSTOMERS
SUPPLIERS

REGULATORS

**WORK FLOW
AND
WORK PROCESSES**

- formally defined
- informally defined
- (interlocked patterns of repetitive behavior)

**ORGANIZATION
STRUCTURE**

- organization design
- job design

**RESOURCES
AND
ASSETS**

- people
- plant
- technology
- dollars
- inventory
- software
- information

CULTURE
= behavior
of people

**People Management
Activity**

- recruit / assign
- reward / promote
- train / develop
- outplace

PARTNERS

INVESTORS

COMPETITORS

LENDERS

Enterprise depicted by mottled gray, with a porous boundary to its external environment.

What is the culture of an enterprise?

The behavior of the people in it, particularly the repetitive patterns that confirm to norms.

These norms reflect the interactive influence of all of the elements depicted above.