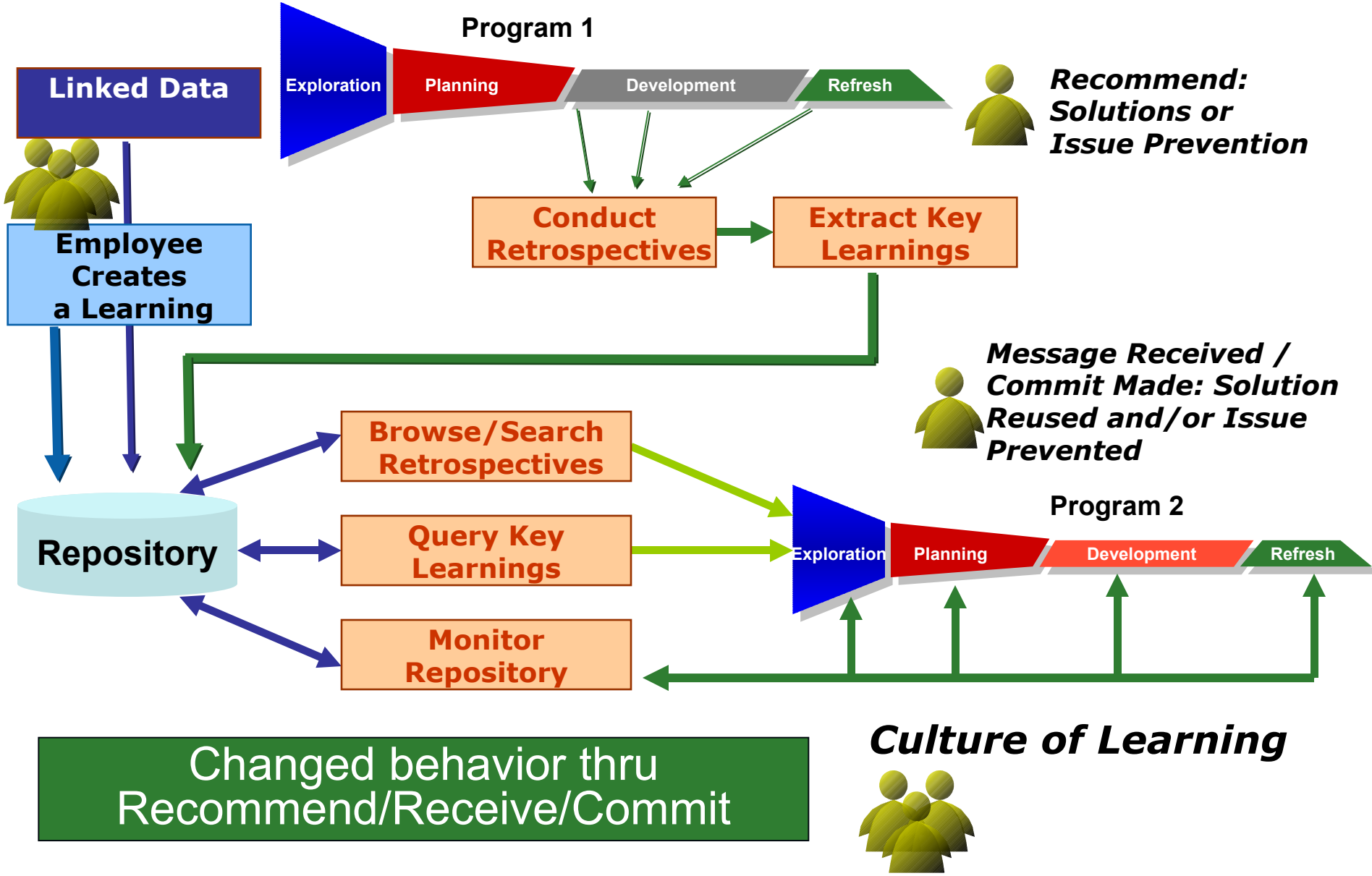Organizational Learning – Concept Diagram