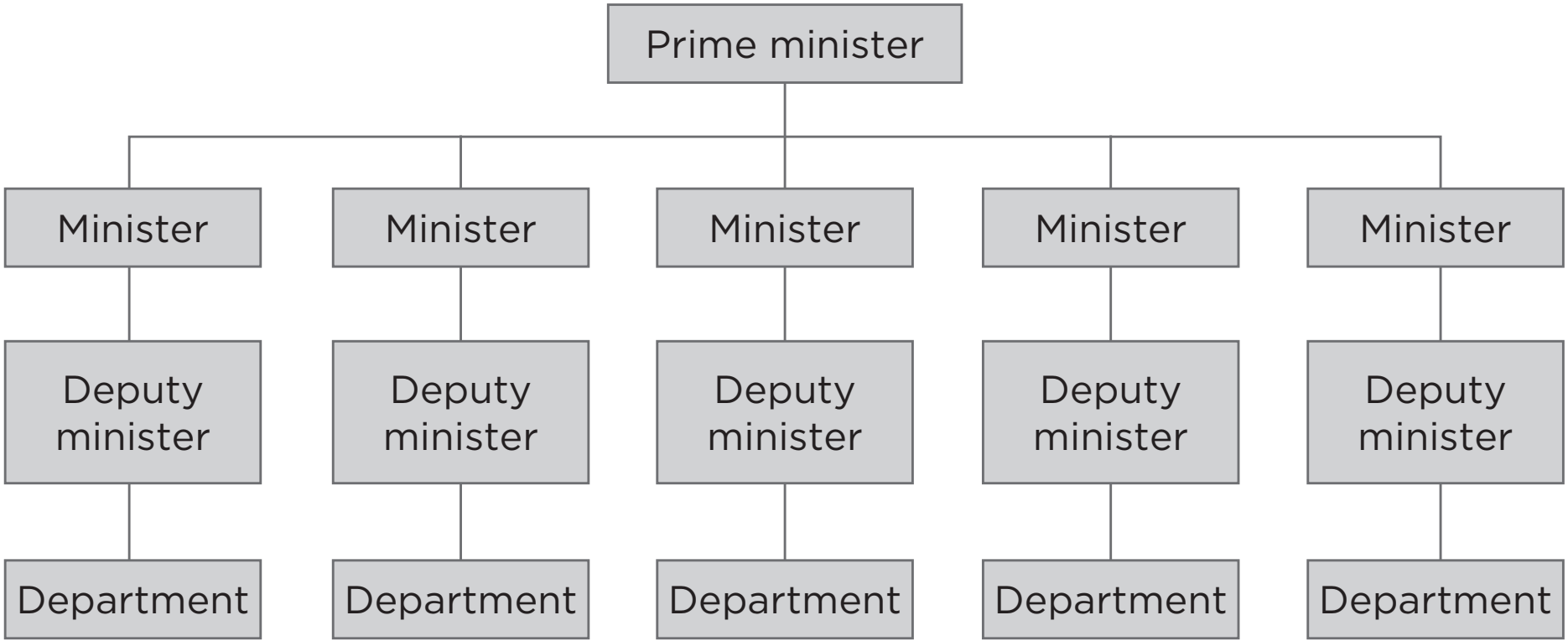

Figure 4.2 **Departmental hierarchy**