

Figure 1: The 4I Framework (source: Crossan et al. 1999, p.532)

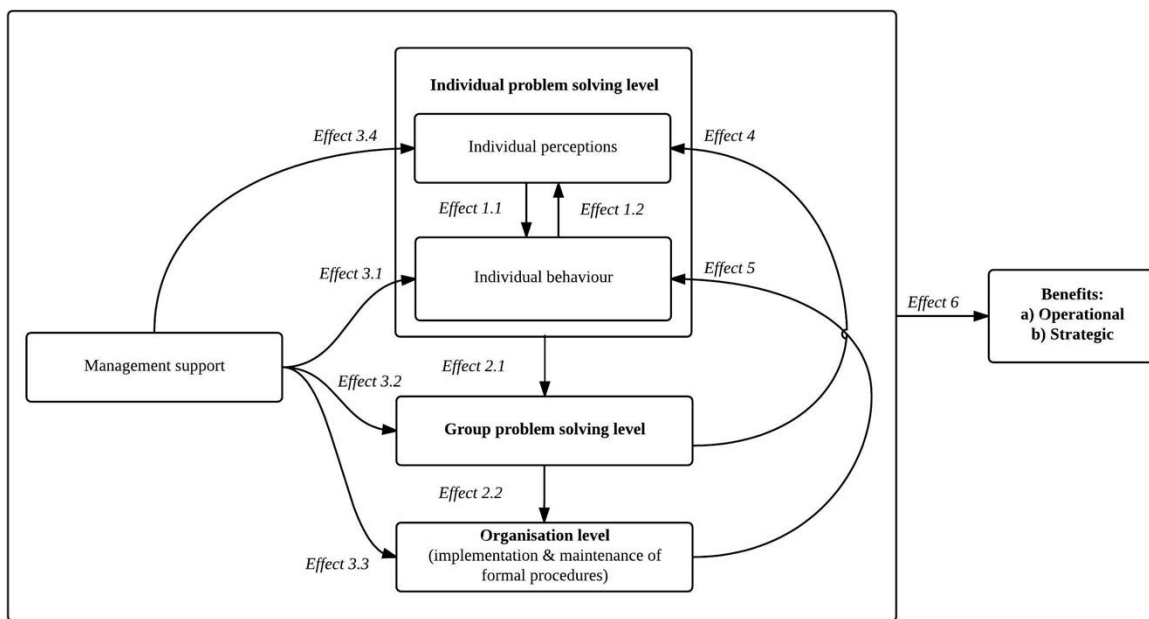


Figure 2: Conceptual model for OL through PI in SMEs