Integrating UML, the Q-model and a multi-agent approach in process and behaviour models of organisations Savimaa, Raul Proceedings of the International Conference on Cybernetics and Information Technologies, Systems and Applications (CITSA 2004) [and] 10th International Conference on Information Systems Analysis and Synthesis (ISAS 2004): Orlando, Florida, USA. Vol. 1 2004 / p. 167-171 https://www.iiisci.org/journal/PDV/sci/pdfs/P843346.pdf