

## Management – Chapter 1 Key Words

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|---------------------|-----------------------------|------------------------------|
| 1. Authority        | 10. Mission                 | 18. Rational decision making |
| 2. Chain of command | 11. Nonprogrammed decisions | 19. Responsibility           |
| 3. Communicating    | 12. Organization chart      | 20. Satisficing              |
| 4. Controlling      | 13. Organizing              | 21. Span of control          |
| 5. Delegation       | 14. Planning                | 22. TQM                      |
| 6. Gantt chart      | 15. Policies                |                              |
| 7. Hygiene factors  | 16. Procedure               |                              |
| 8. Leading          | 17. Programmed decisions    |                              |
| 9. Management       |                             |                              |

- \_\_\_\_\_ Basic purpose of an org's existence.
- \_\_\_\_\_ Communications process used by managers to guide, motivate, influence and direct work efforts toward achieving organizational objectives with maximum efficiency and minimum waste of resources.
- \_\_\_\_\_ Defining the org's goals, establish a strategy to achieve goals and developing plans to integrate and coordinate resources needed for success.
- \_\_\_\_\_ Determining what tasks need to be done, who will do them, how they will be groups, who will report to whom and where decisions will be made.
- \_\_\_\_\_ Duty or obligation to perform any assigned duties
- \_\_\_\_\_ Evaluating performance according to the plans that have been established
- \_\_\_\_\_ Factors external to the individual found within the contents of one's work and related to the work environment. Herzberg found that providing a good environment was essential if the workers were to keep from being dissatisfied about their jobs.
- \_\_\_\_\_ Focuses on customer satisfaction, ongoing improvement, employee empowerment and use of statistical tools for problem solving.
- \_\_\_\_\_ Following the rules or steps of logical thinking in resolving a dilemma or making a choice.
- \_\_\_\_\_ Graphic aid that allows management to plan and control operations more efficiently
- \_\_\_\_\_ Have no precedents and represent situations that have not been dealt with previously or only on a limited basis within the org.
- \_\_\_\_\_ Made routinely on a recurring basis; most often do not require huge expenditures and are not complex in nature.
- \_\_\_\_\_ Management's preference or commitments on a subject. Subordinates are expected to follow as they exercise authority, make decisions or take actions.
- \_\_\_\_\_ Managers selecting the alternative solution that satisfies minimal decision criteria and seems "good enough" although certainly not perfect or ideal
- \_\_\_\_\_ Number of persons or activities assigned to one manager
- \_\_\_\_\_ Process of achieving organizational objectives through the use of people and other resources.
- \_\_\_\_\_ Process of sharing ideas so others will understand and be able to use the information.
- \_\_\_\_\_ Right to exercise authority should be delegated in a continuous line from the top to the bottom of the org.
- \_\_\_\_\_ Set or sequence of steps to be followed in performing a specific task or action.
- \_\_\_\_\_ The assignment of the authority to perform work, to manage the work of others or to make decisions on behalf of the org
- \_\_\_\_\_ The right to command, to exercise the legitimate powers vested in the person by the org.
- \_\_\_\_\_ Written or graphic representation of the formal authority relationships