

# [Unit study guide](https://assignbuster.com/unit-study-guide/)

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You will be able to enter this Exam only once. There is a 2-hour time limit for this type of Exam. Make sure to complete the exam by the end of Unit 6 on Tuesday evening. For each Item listed below, make sure you understand what the Item Is referring to, owe the textbook defines it and how it applies to business organizations.

Planning ? Chapter 5 Strategic Planning & Decision Making Strategic Planning -StrategicGoalsTactical Planning - Specific Goals & Plans Operational Planning - Specific Procedures & Processes Mission ? Organization's Basic Purpose Strategic Vision - Future Perspective SOOT Analysis Organizing - Chapter 7 Organizing for Action Organizational Chart Differentiation & Integration Dillon of Labor & Specialization Vertical Structure Authority Span of Control Delegation -Responsibility, AccountabilityCentralization Horizontal Structure Line Departments

Staff Departments Differentiations Functional, Divisional, Matrix, Network Centralized vs.. Decentralized Organizations Leading ? Chapter 10LeadershipVision Leading & Managing Supervisory Leadership & Strategic Leadership 5 Sources of Power: Legitimate, Reward, Coercive, Referent, Expert 3 Traditional Approaches to Leadership Approach - Task Performance Behaviors & Group Maintenance Behaviors, ELM Theory, Autocratic Leadership, Democratic Leadership, Laissez-fairer Situational Approach - Broom Model, Fielder's Contingency Model, Task-motivated Leadership, Relationship-motivated Leadership, Hershey & Blanchard Situational Theory ( Job

Maturity, Psychological Maturity). Charismatic Leaders \* Transformational Leaders \* Transactional Leaders Controlling ? Chapter 14 Managerial Control Control - a process that directs the activities of individuals toward the achievement of organizational goals Bureaucratic Control Market Control Clan Control 4 Steps of Control Systems Setting Performance Standards Measuring Performance Comparing Performance Against Standards & Determining Deviations Taking Action to Correct Problems & Reinforce Successes 6 Sigma Six Sigma is a quality management concept that has the goal of eliminating defects room a company's product or service.

It involves adjusting various aspects of and around the product or service until it is consistently what the customers want and need. The term " sigma" refers to how far a product or service is from being " perfect", free of defects (relative to customers' wants and needs). This state of " perfection" or being as free of defects as possible is believed to be achieved at Six Sigma. Internal Audits & External Audits For the Internal & External audit information, refer to your textbook definitions and make sure you understand the differences and specific purpose of each one.