

Advanced Organizational Management – Chapter 2 Answers

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| 1. Contingency planning | 6. Objective | 12. Stakeholders |
| 2. Ethics | 7. Operational planning | 13. Standing-use plans |
| 3. Gap analysis | 8. Policy | 14. Strategic planning |
| 4. Management by objectives | 9. Procedure | 15. SWOT analysis |
| 5. Mission | 10. Rule | 16. Tactical planning |
| | 11. Single-use plans | |

- 9 _____ A set, or sequence of steps to be followed in performing specific tasks or actions.
- 15 _____ A system used to scan the environment and understand the factors that will affect the strategy designed.
- 12 _____ All persons whom an organization is dedicated to serve.
- 11 _____ Any singular action that requires concentrated planning.
- 2 _____ Code of conduct that governs the behavior and actions of individuals that subscribe to the code.
- 1 _____ Developing action plans to help an organization cope with any unforeseen events that may arise
- 6 _____ End result an organization seeks to attain to fulfill the organization's mission.
- 14 _____ Establishing long-term goals agreed upon by the entire organization that define the direction in which the organization will go.
- 7 _____ First-line managers conduct day-to-day activities necessary to achieve longer term tactical and strategic goals.
- 8 _____ General statement developed by organization management and communicated to managers and supervisors so they can make consistent decisions in handling certain anticipated problems.
- 3 _____ Measures the gap between perception and reality within the organization as well as between the organization and the broader business environment.
- 13 _____ Plans that guide regular activity of an organization.
- 16 _____ Setting short-term goals that show how to achieve the broad objectives specified in the strategic plans.
- 10 _____ States exactly what is to be done; it allows for no discretion or deviation.
- 4 _____ Systematic approach to planning and controlling activities whereby superiors and those who report to them collaborate on setting objectives.
- 5 _____ The most broadly stated objective of an organization. The basic purpose for the organization's existence.