

Chapter 1
Office Management
Key Terms

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

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- A. Evaluating performance according to the plans that have been heretofore established.
- B. Decisions that have no precedents and represent situations that have not been dealt with previously or, if so, only on a limited basis within the organization.
- C. The use of the communication process by a manager to guide, motivate, influence, and direct other people's work efforts toward achievement of organizational objectives with maximum efficiency and minimum waste of resources.
- D. Defining the organization's goals, establishing a strategy to achieve those goals, and developing plans to integrate and coordinate resources needed for success.
- E. The right to command; the right to exercise the legitimate powers vested in the person by the organization.
- F. Decisions made routinely on a recurring basis; most often do not require huge expenditures and are not complex in nature.
- G. A graphic aid that allows management to plan and control operations more efficiently.
- H. A written or graphic representation of the formal authority relationships.
- I. Managers selecting the alternative solution that satisfies minimal decision criteria and seems "good enough," although certainly not perfect or ideal.
- J. The process of sharing ideas in such a way that others will understand and be able to use the transmitted information.
- K. Following the rules or steps of logical thinking in resolving a dilemma or making a choice.
- L. The process of achieving organizational objectives through the use of people and other resources (capital, land, and equipment).
- M. Represents management's preference or commitments on a subject. Subordinates are expected to follow the guidelines as they exercise authority, make decisions, or take action.
- N. The number of persons or activities assigned to one manager.
- O. The right to command, to exercise authority; should be delegated in a

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continuous chain, or line, from the top to the bottom of the organization.

- P. Determining what tasks need to be done, who will do those tasks, how tasks will be grouped, who will report to whom, and where decisions will be made.
- Q. Focuses on customer satisfaction, ongoing improvement, employee empowerment, and the use of statistical tools for problem solving.
- R. Factors that are external to the individual, are found within the context of the individual's work, and relate to the work environment. Named such because Herzberg found that providing a good environment was essential if the workers were to keep from being dissatisfied about their jobs.
- S. The duty or obligation to perform any assigned duties.
- T. The basic purpose for the organization's existence.
- U. A set, or sequence, of steps to be followed in performing a specific task or action.
- V. The assignment of the authority to perform work, to manage the work of others, or to make decisions on behalf of the organization.