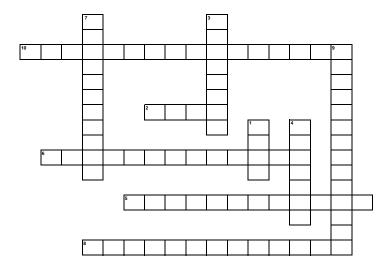
Daft, Kendrick, Vershinina Management 9781844808823



Chapter 7

- 1. A desired future state that the organization attempts to realize. (4)
- 2. A blueprint specifying the resource allocations, schedules, and other actions necessary for attaining goals. (4)
- 3. The act of determining the organization's goals and the means for achieving them. (8)
- 4. The organization's reason for existence.(7)
- 5. A reasonable yet highly ambitious, compelling goal that energizes people and inspires excellence. (7,4)
- 6. Ongoing plans that are used to provide guidance for tasks performed repeatedly within the organization. (8,5)
- 7. A visual representation of the key drivers of an organization's success, showing the cause-and effect relationships among goals and plans. (8,3)
- 8. Goals that define the outcomes that major divisions and departments must achieve for the organization to reach its overall goals. (8,5)
- 9. The action steps by which an organization intends to attain strategic goals. (9,5)
- 10. Plans developed at the organization's lower levels that specify action steps toward achieving operational goals and that support tactical planning activities. (11,5)