



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)