



Chapter 10

1. The formal and legitimate right of a manager to make decisions, issue orders and allocate resources to achieve organizationally desired outcomes. (9)
2. The duty to perform the task or activity an employee has been assigned.(14)
3. The fact that the people with authority and responsibility are subject to reporting and justifying task outcomes to those above them in the chain of command. (14)
4. The process managers use to transfer authority and responsibility to positions below them in the hierarchy. (10)
5. The location of decision authority near top organizational levels. (14)
6. The location of decision authority near lower organizational levels. (16)
7. The product or functional boss, responsible for one side of the matrix. (6,4)
8. The overseer of both the product and functional chains of command, responsible for the entire matrix. (3,6)
9. The quality of collaboration across departments. (12)
10. An organized group of related tasks and activities that work together to transform inputs into outputs and create value. (7)