Key Terms - Chapter 3

Across

1. The ___ model is used to describe the interaction of external influences, specifically threats and opportunities that affect an organization's strategy and ability to compete.
2. Mintzberg's ___ roles describe situations wherein managers initiate activities, handle disturbances, resources, and policies of an organization.
3. Management ___ monitors how efficiently or effectively resources are used and how well operational units are performing.
4. In Simon's stages of decision making, ___ is the stage when the individual puts the decision into effect and reports on the progress of the solution.
5. __ differentiates a competitive strategy for creating new market niches for specialized products or services where a business can compete in the target area better than its competitors.
6. An organizational ___ is the set of fundamental assumptions about what products the organization should produce, how and where it should produce them, and for whom they should be produced.
7. A ___ competency is an activity at which a firm excels as a world-class leader.
8. A ___ information system is any computer system at any level of the organization that changes goals, operations, products, services, or environmental relationships to help the organization gain a competitive advantage.
9. In Simon's stages of decision making, ___ is the stage when the individual collects information to identify problems occurring in the organization.

Down

1. The ___ model of management focuses on the formal functions of planning, organizing, coordinating, deciding, and controlling.
2. ___ decision making is a customer-driven network of independent firms who use information technology to coordinate their value chains to collectively produce a product or service for a market.
3. In Simon's stages of decision making, ___ is the stage when the individual conceives of possible alternative solutions to a problem.
4. An ___, by technical definition, is a stable, formal, social structure that takes resources from the environment and processes them to produce outputs.
5. A ___ organization uses networks to link people, assets, and ideas to create and distribute products and services without being limited to traditional organizational boundaries or physical locations.
6. An ___ model of management is based on observations of what managers actually do on their jobs.
7. A ___ decision is a nonroutine decision in which the decision maker must provide judgment, evaluation, and insights into the problem definition.
8. Decision making is the act of determining the long-term objectives, resources, and policies of an organization.
9. ___ decision making has an underlying personality disposition to approach a problem by structuring it in terms of some formal method.
10. The ___ model of human behavior is based on the belief that people, organizations, and nations engage in basically consistent, value-maximizing calculations.
11. An ___ activity is one directly related to the production and distribution of the firm's products or services.
12. A ___ activity is one at which a firm excels as a world-class leader.