**Management Decision Making - 2016 SLC**

1)  \_\_\_\_\_\_\_\_\_\_\_\_ allows companies to access software via the internet as opposed to installing on their in-house computer networks

A) Globalization

B) Culture shock

C) Green management

D) Cloud computing

2)  \_\_\_\_\_\_\_\_\_\_ represents the worldwide interdependence of resource flows, product markets, and business competition that characterizes the new economy.

A) Supply chain management

B) International management

C) International entrepreneurship

D) Globalization

3)  The four basic functions of management are \_\_\_\_\_\_\_\_\_\_.

A) Delegating, planning, organizing, and order giving.

B) Delegating, leading, controlling, and decision making.

C) Planning, organizing, leading, and controlling.

D) Organizing, leading, controlling, and order giving.

4)  An organization is a \_\_\_\_\_\_\_\_\_\_.

A) Collection of people working in different departments

B) Collection of people working on the same projects

C) Collection of people working together to achieve a common purpose

D) Collection of people reporting to the same manager

5)  Establishment of standards is the first step in the management function of\_\_\_\_\_\_\_\_\_\_

A) Planning

B) Organizing

C) Leading

D) Controlling

6)  Theory X managers tend to see their subordinates as \_\_\_\_\_\_\_\_\_\_.

A) Motivated by challenging work.

B) Liking work because they prefer to lead rather than to be led.

C) Irresponsible, resistant to change, lacking in ambition, and disliking work

D) Creative, responsible, and self-motivated.

7)  A (n) \_\_\_\_\_\_\_\_\_\_ keeps strict, close control over employees by keeping close regulation of policies and procedures given to the employees.

A) Paternalistic leader

B) Democratic leader

C) Laissez-faire leader

D) Autocratic leader

8)  Which of the following strategies consist of finding a new market for the company’s current products?

A) Price-skimming

B) Product differentiation

C) Acquisition

D) Growth

9)  McDonald’s has made an agreement with the ABC Company to allow the ABC Company to use McDonald’s business model to open McDonald’s restaurants in France. This type of arrangement is called \_\_\_\_\_\_\_\_\_\_?

A) Importing

B) Exporting

C) Capital formation

D) Franchising

10)  When a company ships the products they produce to another country for sale, the company is using which form of global business partnering?

A) Licensing

B) Exporting

C) Franchising

D) Importing

11)  Which of the following is an advantage of a business operating as a LLC instead of operating as a standard corporation?

A) Minimization of social security taxes

B) Spread work among different departments

C) Increase insurance options

D) Avoid double taxation

12)  When two companies combine to form a new company, this is called a \_\_\_\_\_\_\_\_\_\_

A) Hostile takeover

B) Merger

C) Restructuring

D) Acquisition

13)  The \_\_\_\_\_\_\_\_\_\_ principle states that there should be a clear and unbroken line of communication from the top to the bottom of the organization.

A) Letter of the law

B) Entrepreneurship

C) Utilitarian

D) Scalar chain

14)  A (n) \_\_\_\_\_\_\_\_\_\_ organizational structure is one in which senior management has shifted the authority for some types of decision making to lower levels in the organization.

A) Functional

B) Decentralized

C) Centralized

D) Matrix

15)  The primary federal agency that regulates the e-commerce activities of businesses is called the \_\_\_\_\_\_\_\_\_\_?

A) EEOC

B) FTC

C) FDA

D) EPA

16)  The first section of an effective business plan is a concise overview of your business plan and is called the \_\_\_\_\_\_\_\_\_\_

A) Market analysis

B) Executive summary

C) Strategic plan

D) Organizational structure

17)  A (n) \_\_\_\_\_\_\_\_\_\_ is a document used to help run a company by providing a cohesive vision for the company.

A) Business plan

B) Code of conduct

C) Executive summary

D) Marketing plan

18)  When the Third Corporation began using a new chemical process to produce their products, they were concerned that the disposal of used chemicals would violate regulations enforced by which of the following agencies?

A) FDIC

B) AARP

C) ERISA

D) EPA

19)  The \_\_\_\_\_\_\_\_\_\_ is a set of suggested laws relating to commercial transactions.

A) North American Free Trade Act

B) Magnuson-Moss Act

C) Federal Acquisition Regulation

D) Uniform Commercial Code

20)  The \_\_\_\_\_\_\_\_\_\_ principle affirms the right of every American to work for a living without being compelled to belong to a union.

A) Unionization

B) Benefits

C) ADA

D) Right to work

21)  Which of the following best describes an assertive communication style?

A) Avoidance of expression of thoughts, feelings and opinions

B) Abusive and infringing upon the rights of others

C) Statement of thoughts and feelings in a clear and respectful manner

D) Indirect dealing with problems

22)  A (n) \_\_\_\_\_\_\_\_\_\_ can be a barrier to effective business communication.

A) Employee meeting

B) Company newsletter

C) Stream lined organizational structure

D) Complex organizational structure

23)  The Jones Company is looking to expand their business operations and are considering building a new plant. Which of the following would likely be generated before the Jones Company proceeded with building a new plant?

A) A periodic report

B) A progress report

C) A feasibility study

D) A compliance study

24)  Which of the following is a mistake made by businesses in communicating in foreign markets?

A) Variable marketing strategies

B) Translation errors

C) Localization of content

D) Local sales representation

25)  A group of representatives chosen from a labor union or from both labor and management to consider and remedy workers' complaints is called a (n) \_\_\_\_\_\_\_\_\_\_

A) ESOP committee

B) Grievance committee

C) Quality committee

D) Benefits committee

26)  An agreement between employees and management governing wages and benefits and working conditions is called a (n) \_\_\_\_\_\_\_\_\_\_

A) Arbitration agreement

B) Job description

C) Employee stock ownership plan

D) Labor contract

27)  The \_\_\_\_\_\_\_\_\_\_ is the ordered sequence of items to be discussed in a formal meeting

A) Presentation

B) Executive summary

C) Agenda

D) Synopsis

28)  A (n) \_\_\_\_\_\_\_\_\_\_ is one of the best ways to convey ideas, especially for visual learners and thinkers.

A) Audio recording

B) Email

C) Presentation

D) White paper

29)  A person who tries to influence legislation on behalf of a company or industry group is called a (n) \_\_\_\_\_\_\_\_\_\_

A) Sales rep

B) Lobbyist

C) Publicist

D) Executive

30)  A (n) \_\_\_\_\_\_\_\_\_\_ is an organization founded and funded by businesses that operate in a specific industry

A) Compliance association

B) Professional group

C) Trade association

D) Focus group

31)  A simple drawing or diagram that shows the main parts of something is called a (n) \_\_\_\_\_\_\_\_\_\_

A) Schematic

B) Gantt chart

C) Technical specs

D) Flow chart

32)  A circular chart divided into sectors with each sector showing the relative size of each value being measured is called a (n) \_\_\_\_\_\_\_\_?

A) Line graph

B) Concept chart

C) Pie chart

D) Bar chart

33)  The chief financial officer of a business is commonly referred to as the CFO of the company. This illustrates the use of a (n) \_\_\_\_\_\_\_\_\_\_

A) Synonym

B) Acronym

C) Antonym

D) Metonym

34)  The technical terminology of a business is referred to as \_\_\_\_\_\_\_\_\_\_

A) Jargon

B) Acronym

C) Social media

D) Legalese

35)  A (n) \_\_\_\_\_\_\_\_\_\_ is a computer program that provides special capabilities beyond that of a text editor

A) Firewall

B) Spreadsheet

C) Virus protection

D) Word processor

36)  \_\_\_\_\_\_\_\_\_\_ involves closing operations and selling assets to pay creditors.

A) Liquidation.

B) Strategic alliances.

C) Diversification.

D) Turnaround.

37)  \_\_\_\_\_\_\_\_\_\_ is a technique that makes use of external comparisons to better evaluate one's current performance and identify possible actions for the future.

A) Scenario planning.

B) Forecasting.

C) Contingency planning.

D) Benchmarking.

38)  A (n) \_\_\_\_\_\_\_\_\_\_\_\_ involves an assessment of organizational strengths and weaknesses as well as environmental opportunities and threats.

A) Managerial objectives analysis.

B) SWOT analysis.

C) Profitability analysis.

D) Organizational objectives analysis.

39)  \_\_\_\_\_\_\_\_\_\_ is a retrenchment strategy that decreases the size of operations in order to reduce costs and improve operating efficiency.

A) Liquidation.

B) Diversification.

C) Downsizing.

D) Concentration.

40)  A strategic alliance that involves the development of preferred supplier relationships to guarantee a smooth and timely flow of quality materials among partners is known as a(n) \_\_\_\_\_\_\_\_\_\_.

A) Outsourcing alliance.

B) Entrepreneurial alliance.

C) Distribution alliance.

D) Supplier alliance.

41)  A systematic process to ensure that an organization has the right number of people with the right skills to fulfill business needs is called a (n) \_\_\_\_\_\_\_\_\_\_?

A) Supervisor tactical plan

B) Strategic plan

C) Staffing plan

D) Asset Management plan

42)  Which of the following is a disadvantage to a business in using outsourcing?

A) Lack of customer focus.

B) Increased expertise

C) Risk-sharing

D) Reduced recruitment costs

43)  A corporation or individual that provides employment recruiting services is commonly referred to as a (n) \_\_\_\_\_\_\_\_\_\_

A) Outsourcer

B) Headhunter

C) Customer

D) Shareholder

44)  Similarities and differences among employees in terms of age, cultural background, physical abilities and disabilities, race, religion, sex, and sexual orientation is called \_\_\_\_\_\_\_\_\_\_?

A) Workforce diversity

B) Senior executive diversity

C) Employee benefit program

D) Target markets

45)  \_\_\_\_\_\_\_\_\_\_ is an analysis of an employee's work habits undertaken at a fixed point in time to determine the degree to which stated objectives and expectations have been reached.

A) Performance appraisal

B) Compensation planning

C) Merit pay

D) Performance feedback

46)  \_\_\_\_\_\_\_\_\_\_ are intended to prevent discrimination against employees or applicants for employment on the basis of "color, religion, sex, or national origin.

A) Consumer protection laws

B) Affirmative action measures

C) OSHA actions

D) ERISA policies

47)  Which of the following would be considered a violation of an employee’s privacy rights?

A) An employer using surveillance cameras in the warehouse area

B) An employer monitoring text messages on the employee’s private phone

C) An employer recording customer service calls

D) An employer monitoring the browser history on a company owned computer

48)  Joan is a new employee at PRX Corporation and to learn her job, she has been assigned to work with Alex who has been in this job for 20 years. This type of employee training is called \_\_\_\_\_\_\_\_\_\_?

A) Instructor-led training

B) Computer-based training

C) On the job training

D) E-learning

49)  A work arrangement in which employees do **not** travel to a central place of work is called \_\_\_\_\_\_\_\_\_\_

A) Recruiting

B) Outsourcing

C) Telecommuting

D) Job sharing

50)  Actions that create an intimidating, hostile, or offensive work environment is referred to as \_\_\_\_\_\_\_\_\_\_

A) Harassment

B) Union grievances

C) Job shadowing

D) Mentoring

51)  In a (n) \_\_\_\_\_\_\_\_\_\_the employer agrees to hire union members only, and employees must remain members of the union at all times in order to remain employed.

A) Diverse company

B) Open shop

C) Closed shop

D) Right to work company

52)  A written statement of a specific job that includes duties, purpose, responsibilities, scope, and working conditions of a job is called a (n) \_\_\_\_\_\_\_\_\_\_?

A) Job posting

B) Job description

C) Job application

D) Job review

53)  Marketing, Finance, Accounting, Human Resource, and IT are examples of corporate \_\_\_\_\_\_\_\_\_\_?

A) Departments

B) Products

C) Delegation

D) Divisions

54)  \_\_\_\_\_\_\_\_\_\_ is the main federal agency charged with the enforcement of safety and health legislation

A) EPA

B) ADA

C) EEOC

D) OSHA

55)  \_\_\_\_\_\_\_\_\_\_ prescribes standards for wages and overtime pay

A) The Fair Labor Standards Act

B) The Family Medical Leave Act

C) The Employee Retirement Income Security Act

D) The Worker Adjustment and Retraining Notification Act

56)  \_\_\_\_\_\_\_\_\_\_ is a written set of guidelines issued by an organization to its workers and management to help them conduct their actions in accordance with its primary values.

A) Code of ethics

B) Corporate goals and objectives

C) Compensation policies

D) Processes manual

57)  \_\_\_\_\_\_\_\_\_\_ refers to a business practice that involves participating in initiatives that benefit society

A) Shareholder valuation

B) Stakeholder programs

C) Corporate social responsibility

D) Vendor initiatives

58)  The unauthorized reproduction for sale or use of a copyrighted work is called \_\_\_\_\_\_\_\_\_\_?

A) A joint venture

B) Licensing

C) Distribution

D) Piracy

59)  A (n) \_\_\_\_\_\_\_\_\_\_ is a statement or a legal document that discloses some or all of the ways a company gathers, uses, discloses and manages a customer or client's data.

A) Consumer bill of rights

B) Privacy policy

C) Stock option

D) Vendor policy

60)  When a nonprofit and a for-profit corporation partner together with the purpose of advancing the mission-related work of the nonprofit, and the marketing goals of the corporation a (n) \_\_\_\_\_\_\_\_\_\_ relationship has been formed.

A) Cause marketing

B) Vertical marketing

C) Global marketing

D) Horizontal marketing

61)  Blight Manufacturing has decided to pay each of their stockholders $1.00 for each share of stock the stockholder owns. This is called a (n) \_\_\_\_\_\_\_\_\_\_

A) Stock dividend

B) Cash dividend

C) Stock option

D) Principal payment

62)  Which of the following financial institutions is a member owned co-operative?

A) Credit union

B) Investment bank

C) .

D) Bank

E) Savings and loan

63)  Relationships such as ROI and ROA that are determined from a company's financial information and used for comparison purposes are called \_\_\_\_\_\_\_\_\_\_

A) Financial management

B) Financial strength

C) Financial instruments

D) Financial ratios

64)  Business income generated from sale of goods or services is called \_\_\_\_\_\_\_\_\_\_?

A) Purchasing

B) Cost of sales

C) Loss

D) Revenue

65)  On a balance sheet, assets must equal liabilities plus \_\_\_\_\_\_\_\_\_\_.

A) Stockholders’ equity

B) Debt

C) Cash

D) Inventory

66)  A (n) \_\_\_\_\_\_\_\_\_ is an uncertain event or condition that, if it occurs, has a positive or negative effect on a company’s goals and objectives.

A) Skimming

B) Risk

C) Profitability

D) Prestige

67)  A slip of paper issued by a store to a customer showing a purchase was made is called a (n) \_\_\_\_\_\_\_\_\_\_

A) Return authorization

B) UPC code

C) Purchase order

D) Sales receipt

68)  A (n) \_\_\_\_\_\_\_\_\_\_ is a plan used by a business for identifying future spending items and incoming funds

A) Asset list

B) Budget

C) Balance sheet

D) Income statement

69)  Robert’s Garage purchased parts from XYX Auto Parts and has been given up to 30 days to pay for the purchased parts. XYZ Auto Parts has extended \_\_\_\_\_\_\_\_\_\_ to Robert’s Garage.

A) Quality

B) Discounts

C) Credit

D) Delivery

70)  Social security and Medicare taxes paid by an business is a type of \_\_\_\_\_\_\_\_\_\_

A) Estimated tax

B) Excise tax

C) Employment tax

D) Income tax

71)  A tax imposed on imported goods and services is called a (n) \_\_\_\_\_\_\_\_\_\_?

A) Import

B) Tariff

C) Excise tax

D) Embargo

72)  \_\_\_\_\_\_\_\_\_\_ insurance protects a company and/or business owner in the event of a formal lawsuit or other third-party claim.

A) Property

B) Export

C) Business liability

D) Business interruption

73)  Which of the following describes the process that is used by businesses to determine how a business will afford to achieve its strategic goals and objectives?

A) Financial planning

B) SWOT analysis

C) Environmental scan

D) Asset management

74)  \_\_\_\_\_\_\_\_\_\_ is the selling price of an item, less than the cost of goods sold.

A) Debt service

B) Net profit after taxes

C) Net profit before taxes

D) Gross margin

75)  A type of cost-saving effort that a business puts into place as a result of budgetary concerns is called a (n) \_\_\_\_\_\_\_\_\_\_?

A) Hiring freeze

B) Sales promotion

C) Plant expansion

D) Promotional discount

76)  Which of the following is a characteristic of a successful manager?

A) He/she has low expectations of the employee base

B) He/she is a self-starter

C) He/she is narrowly focused

D) He/she uses select accountability

77)  \_\_\_\_\_\_\_\_\_\_ is used to obtain information for the identification and definition of marketing opportunities and problems

A) Market myopia

B) Market segmentation

C) Market research

D) Market mix

78)  Which of the following is a means by which people can maintain their knowledge and skills related to their professional careers and is an obligation required in some professions to retain professional accreditation?

A) Hire an intern

B) Join a professional organization

C) Earn CPD

D) Work longer hours

79)  Which of the 4 P’s of marketing consists of advertising of an organization

A) Place

B) Product

C) .

D) Price

E) Promotion

80)  Which of the following is a type of promotion where the buyer receives from the seller a cash return of a portion of the purchase price?

A) Discount

B) Samples

C) Points

D) Rebate

81)  \_\_\_\_\_\_\_\_\_\_\_\_ occurs when a company launches a low-priced product with the goal of securing market share.

A) Cost plus pricing

B) Penetration pricing

C) Skimming pricing

D) Cost of sale pricing

82)  \_\_\_\_\_\_\_\_\_\_is the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.

A) Executive strategy

B) Production control

C) Accounting

D) Marketing

83)  The Software Corporation offers a 24 hour hot line for customers to call to get assistance with product quality issues. The use of a 24 hour hot line by the Software Corporations is an example of \_\_\_\_\_\_\_\_\_\_

A) Product sales

B) Customer service

C) Accounting programs

D) Distribution

84)  According to the economic model of supply and demand, in competitive market, the equilibrium unit price of a product is when \_\_\_\_\_\_\_\_\_\_

A) Quantity demanded by consumers equals quantity supplied by producers

B) Quantity demanded by consumers is less than the quantity supplied by producers

C) Quantity demanded by consumers is exactly double the quantity supplied by producers

D) Quantity demanded by consumers is greater than the quantity supplied by producers

85)  A market economy based on supply and demand with little or no government control is called a (a) \_\_\_\_\_\_\_\_\_\_?

A) Free market economy

B) Socialistic economy

C) Barter economy

D) Communistic economy

86)  Which of the following is used to describe a period of temporary economic decline during which trade and industrial activity are reduced

A) Inflation

B) Expansion

C) Recession

D) Deflation

87)  The difference in value between the total exports and total imports of a nation during a specific period of time is called the \_\_\_\_\_\_\_\_\_\_

A) Balance of trade

B) Economic equilibrium

C) Supply and demand

D) Capitalism

88)  A market or industry which is dominated by a small number of sellers is which of the following types of markets?

A) Pure monopoly

B) Monopoly

C) Pure competition

D) Oligopoly

89)  \_\_\_\_\_\_\_\_\_\_ is the science of reducing a job or task to its basic physical motions.

A) Job design.

B) Workflow analysis.

C) Motion study

D) Task analysis.

90)  Continuous improvement is\_\_\_\_\_\_\_\_\_

A) A process of always searching for better ways to improve operations

B) Another term used to describe total quality management.

C) A method used to make future projections

D) A method of reducing production and operating costs.

91)  \_\_\_\_\_\_\_\_\_\_ is a process of making a commitment to applying quality standards and principles to the way operations are managed in all parts of the organization.

A) QED

B) TQM

C) SQL

D) QC

92)  \_\_\_\_\_ is the study of how organizations produce goods and services..

A) Managerial effectiveness

B) A transformation system

C) Management science

D) Operations management

93)  \_\_\_\_\_\_\_\_\_\_ is a document authorizing a seller to deliver goods, with payment to be made at a later date by the customer receiving the goods.

A) Purchase Order

B) Invoice

C) Receipt

D) RFQ

94)  Which of the following describes the sequential steps that comprise a production process in the business environment?

A) Workflow

B) MRP

C) Product data management

D) Inventory Control

95)  \_\_\_\_\_\_\_\_\_\_is the supervision of supply, storage and accessibility of items in order to ensure an adequate supply without excessive oversupply.

A) IPT

B) Information control

C) Inventory Control

D) Product category volume

96)  \_\_\_\_\_\_\_\_\_\_is the steady elimination of waste in manufacturing processes.

A) Integrated manufacturing technology

B) Lean manufacturing

C) Generic equipment model

D) Flexible automation

97)  An inventory control system which was developed from the philosophy that the storage of unused inventory is a waste of resources is called \_\_\_\_\_\_\_\_\_\_

A) FPDS

B) LCC

C) FAS

D) JIT

98)  Which of the following is a criteria that is commonly used in selecting a supplier?

A) Incompatibility with current products

B) Quantity of shareholders

C) Competitive pricing

D) Organizational structure

99)  Which of the following departments in an organization is required to control and manage many safety related issues?

A) Production control

B) Accounting

C) Inventory management

D) Facilities management

100)  \_\_\_\_\_\_\_\_\_\_ is the periodic prescribed inspection and/or servicing of equipment accomplished on a calendar, mileage, or hours of operation basis.

A) Production schedules

B) Process control

C) Workforce analysis

D) Scheduled maintenance

2016 SLC - Management Decision Making

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| --- | --- |
| 1) | D |
| 2) | D |
| 3) | C |
| 4) | C |
| 5) | D |
| 6) | C |
| 7) | D |
| 8) | D |
| 9) | D |
| 10) | B |
| 11) | D |
| 12) | B |
| 13) | D |
| 14) | B |
| 15) | B |
| 16) | B |
| 17) | A |
| 18) | D |
| 19) | D |
| 20) | D |
| 21) | C |
| 22) | D |
| 23) | C |
| 24) | B |
| 25) | B |
| 26) | D |
| 27) | C |
| 28) | C |
| 29) | B |
| 30) | C |
| 31) | A |
| 32) | C |
| 33) | B |
| 34) | A |
| 35) | D |
| 36) | A |
| 37) | D |
| 38) | B |
| 39) | C |
| 40) | D |
| 41) | C |
| 42) | A |
| 43) | B |
| 44) | A |
| 45) | A |
| 46) | B |
| 47) | B |
| 48) | C |
| 49) | C |
| 50) | A |
| 51) | C |
| 52) | B |
| 53) | A |
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| 55) | A |
| 56) | A |
| 57) | C |
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| 60) | A |
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| 65) | A |
| 66) | B |
| 67) | D |
| 68) | B |
| 69) | C |
| 70) | C |
| 71) | B |
| 72) | C |
| 73) | A |
| 74) | D |
| 75) | A |
| 76) | B |
| 77) | C |
| 78) | C |
| 79) | E |
| 80) | D |
| 81) | B |
| 82) | D |
| 83) | B |
| 84) | A |
| 85) | A |
| 86) | C |
| 87) | A |
| 88) | D |
| 89) | C |
| 90) | A |
| 91) | B |
| 92) | D |
| 93) | A |
| 94) | A |
| 95) | C |
| 96) | B |
| 97) | D |
| 98) | C |
| 99) | D |
| 100) | D |