**MID-TERM EXAM – BUSA 7250**

**23 Oct 2025**

**(Thursday 3:30-5:00 pm)**

**SE6-207**

**There will be SIX essay questions. They will be scored out of 10 each.**

**The questions will deal with:**

1. **Strategy: Exhibit 5.1, The four basic strategies (pg 88).**
2. **Strategy: Exhibit 5.8, Porter’s Five Industry Forces (pg 101).**
3. **Service Operations: ISO 9000, 14000, and, especially, 27000 … What are these ISO standards and why might they be important to service operations? (pg 361).**
4. **Leading Teams: Teams are an important part of professional services firms … Ex 9.3, Stages of Team Development, pg 191; and Enhancing Work Team Effectiveness, pgs 193-197**
5. **The Human Resource Management Process (Ex 10.1, pgs 200-210)**
6. **Innovation and Change: The components of creative work environments (Ex 6.3, pg 115)?**
7. **The Experiential Approach to Innovation (Ex 6.4, pg 117).**
8. **Leaders Vs Managers (Slide from Lecture, text pg 274).**
9. **Path-Goal Leadership Theory (Ex 13.4, pg 285)**
10. **What are the three basic “needs” theories (pg 255), and how do they compare with the “content” theories of Equity and Expectancy (pg 258 & 262)?**
11. **What are the components of “Goal-Setting Theory” (pg 269)?**

**Remember:**

**We need all parts of the “model”.**

**A short explanation of each part/step/stage.**

**Then we need “discussion” around the model (what is good or “bad” about it, how we might apply it, what might be difficult to apply, how it might compare (or contrast) to other models, and perhaps an example of how it might be applied in an engineering company).**