

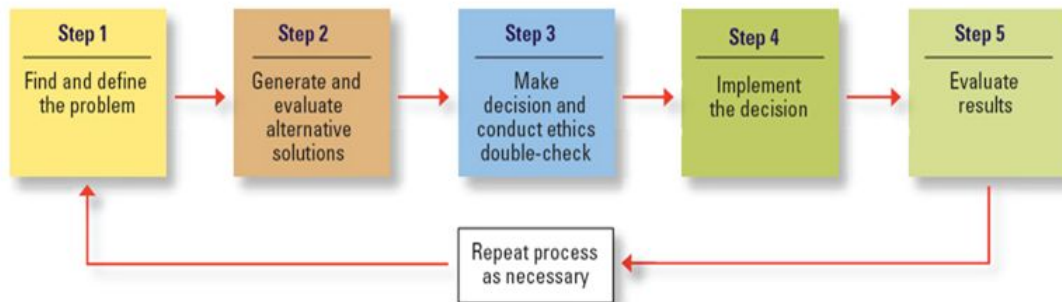
Management Principles

Unit 2 – Important topics and keywords

1. Decision Making

Definition: The thought process of selecting a logical choice from the available options.

Process of Decision Making



Types of Decision making

- Programmed
- Non-Programmed

Characteristics	Programmed Decisions	Non Programmed Decisions
Type of Problem	Structured	Unstructured
Managerial Level	Lower Level	Upper Level
Frequency	Repetitive	New, unusual
Information	Readily available	Ambiguous or Incomplete
Time frame for solution	Short	Relatively long
Solution relies on	Procedure, Rules and Policies	Judgement and Creativity

2. Importance of technology in Workplace

- Makes your business more efficient
- Ensures computational accuracy
- Be competitive in the market place
- Be industry relevant
- Communicate more effectively

3. Planning

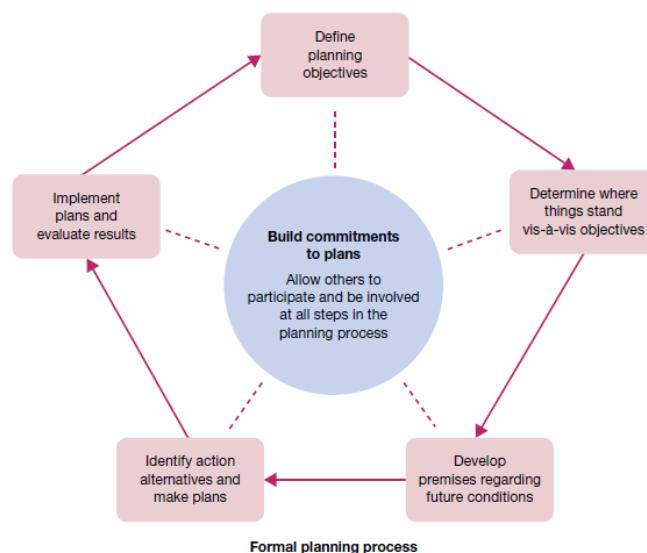
Definition: Planning is the fundamental management function, which involves deciding beforehand, what is to be done, when is it to be done, how it is to be done and who is going to do it.

Types of plans

- Objectives
- Strategy
- Policy
- Procedure
- Rules
- Program
- Methods
- Budget

4. Planning Process

1. Define your objective
2. Determine where you currently stand in relation to objectives
3. Develop perspectives regarding future condition
4. Analyse and choose among action alternatives
5. Implement the plan and evaluate results



5. Features of Planning

1. Planning is Goal Oriented
2. Planning is a primary function
3. Planning is all pervasive
4. Planning is a mental exercise
5. Planning is a continuous process
6. Planning involves choice
7. Planning is forward looking

8. Planning is flexible
9. Planning is an Integrated Process
10. Planning included efficiency and effectiveness dimensions

6. Importance of Planning

1. Increases efficiency
2. Reduces business-related risks
3. Facilitates proper coordination
4. Aids in organizing
5. Gives right direction
6. Keeps good control
7. Helps to achieve objectives
8. Motivates personnel
9. Encourages creativity and innovation

7. Planning Tools, techniques and process

- Forecasting
- Contingency planning
- Scenario planning
- Bench marking
- Staff Planners

8. Management by Objectives (MBO)

Also called as Management by Result

