1. **List of the four organizational resources**
2. Influencing tactics.
3. SMART training tools and work design.
4. The five elements of information systems.
5. Total experience strategy, hyper-automation.
6. **The accounting and technological concepts**

SMART training tools and work design is an accounting concept, while hyper-automation is a technological concept. Hyper-automation enhances the reduction of errors and operational costs of workers. The different business tools and strategies are amalgamated to improve coordination and automation of business processes into a digital transformation through hyper-automation. SMART training tools and work design is an accounting strategy that enhances the outlining of different characteristics of employees with specific features to improve positive organizational and employee results. The amalgamation of the two concepts ensures that the organization can achieve its goals and targets with a reduced cost while ensuring that the cooperation between employees is enhanced. This combination is essential since better organizational and employee outcomes are guaranteed.

1. **Four concepts form the people toolkit for application as a graduate employee in an organization that prioritizes operational excellence**

***Consumer compensation***

An organization that prioritizes operational excellence will have an alternative system that ensures protection and fair compensation of customers from different non-economic and unpredictable damages.

***Total-experience strategy***

The total-experience strategy prioritizes operational excellence; this tool will drive shared and supportive experiences between employees and customers. The company’s reputation is built while the end product or service and quality are emphasized.

***Consumer tracking***

For an organization that prioritizes operational excellence, this tool facilitates the identification of consumer behaviors. Identifying consumer behaviors and characteristics gives new strategies for operating through the distribution of goods and services. This reduces the additional costs for market research.

***Distribution strategy***

This reduces the distribution costs by identifying better distribution channels and the target consumer locations.