

ideas  
Creativity

[BUS429] \_\_\_\_\_ managers are above the supervisors and below the top managers.  
Middle

[BUS429] A major step in the research-and-analysis approach is to develop a \_\_\_\_\_simulating the problem.  
Model

[BUS429] The extent to which authority is concentrated or dispersed is called \_\_\_\_\_  
Centralisation

[BUS429] A \_\_\_\_\_ is a statement of expected results expressed in numerical terms  
Budget

[BUS429] \_\_\_\_\_ is the search for the best practices among competitors or non-competitors that lead to their superior performance  
Benchmarking

[BUS429] Effective managers will regularly scan the \_\_\_\_\_ environment  
External

[BUS429] \_\_\_\_\_ involves selecting the missions and objectives as well as the actions to achieve them.  
Corporate Planning

[BUS429] Planning \_\_\_\_\_ are defined as the anticipated environment in which plans are expected to operate  
Premises

[BUS429] \_\_\_\_\_ involves filling and keeping occupied, the position in the organisation structure  
Staffing

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