

Name \_\_\_\_\_

Period \_\_\_\_\_

## Management Structures

Management

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Businesses are organized in two ways:

### 1. Vertical Organization

- \_\_\_\_\_ structure
- Managers \_\_\_\_\_ of management or \_\_\_\_\_ employees.
- Goal is to \_\_\_\_\_ a particular department \_\_\_\_\_ well.
- \_\_\_\_\_ organization

### Levels of Management

#### • Top Management

—Those who \_\_\_\_\_ that affect the whole company

—Examples: \_\_\_\_\_

#### • Middle Management

—Their job is to \_\_\_\_\_ of top management

—They plan ways that departments under them can \_\_\_\_\_ top management's \_\_\_\_\_.

—They \_\_\_\_\_ supervisory level managers.

#### • Supervisory-Level Management

—Front-line managers \_\_\_\_\_ who carry out the tasks determined by the plans of middle and top management.

—They \_\_\_\_\_ and \_\_\_\_\_ of production or service employees.

## 2. Horizontal Organization

•Involves \_\_\_\_\_ that set their own goals and make their own decisions.

•Organized \_\_\_\_\_ instead of function.

• \_\_\_\_\_

•Most companies \_\_\_\_\_ the two types of management.

### •**Self-Managing Teams**

—Employees are organized into teams that \_\_\_\_\_.

—The team \_\_\_\_\_ is nearest to an overall manager. The “owner” acts more like a \_\_\_\_\_.

— \_\_\_\_\_ — encouraging team member to contribute to and take responsibility for the management process. It contributes to \_\_\_\_\_

### •**Organization by Process**

—Self-managing teams are \_\_\_\_\_ around particular process, such as developing new products or providing customer support.

—Teams are made up of people with \_\_\_\_\_ such as marketing research, design, engineering, and finance.

### •**Customer Orientation**

—Source of direction is the \_\_\_\_\_

—Managers have direct access to customer \_\_\_\_\_.

—Result is large \_\_\_\_\_, high \_\_\_\_\_, and satisfied investors.