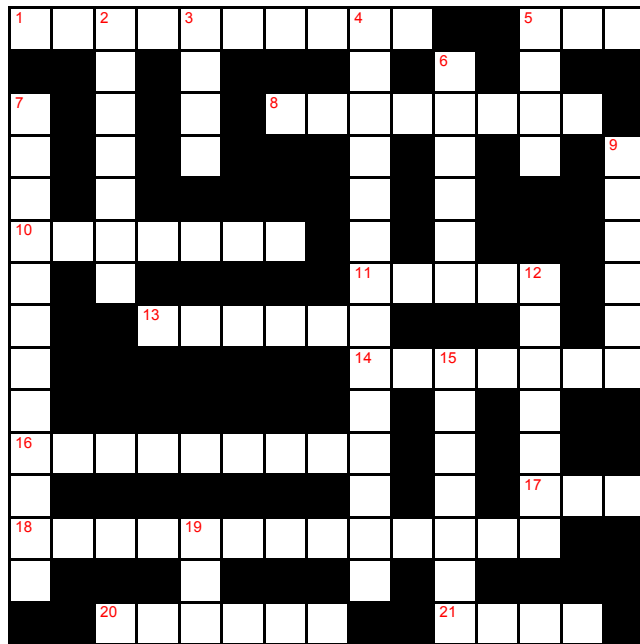


Strategic_Management_15x15_2008-10-21

B.B. Huria



Across

- 1 Measure of productivity relative to input resources. (10)
- 5 Strategic Planning ____: Difference between present position of an firm and its desired future position. (3)
- 8 That's what 'C' in 'CSF' stands for. (8)
- 10 Process ____: Though process improvements are significant, yet overall organizational performance may be dismal. (7)
- 11 That's what 'A' in 'KRA' stands for. (5)
- 13 Regular ____ Measures: Performance measures that are automatically gathered and tracked as apart of an MIS system. (6)
- 14 Statistical compilation of multiple similar or related performance measures/metrics. (7)

- 16 Process ____: Those vested with power to champion a cross-functional initiative to improve processes. (9)
- 17 Proprietary strategic planning tool designed to be used as a process "roadmap" and used in conjunction with SWOT. (3)
- 18 Measure of the ability of system to produce a specific desired effect. (13)
- 20 A measure that is used to examine specific elements of the employee physical working environment. (6)
- 21 ____ Metrics seek to measure perceptions and may include use of Outcome or Effectiveness metrics. (4)

Down

- 2 That's what 'F' in 'CSF' stands for. (7)
- 3 First letter 'C' in 'CC' stands for _____. (4)
- 4 Issues which are deemed extremely important to the organization. (8,6)
- 5 Performance ____: Target level of performance that is expressed by a tangible, measurable objective. (4)
- 6 ____-Dimensional Measure: Category of performance measures that indicate one fundamental unit. (6)
- 7 Last 'C' in 'CC' stands for _____. (12)
- 9 Process ____: Individuals who are assigned responsibility for a process and accorded the authority to fulfill that responsibility. (6)

- 12 That's what 'S' in 'CSF' stands for. (7)
- 15 Performance ____: Output Measures that are quantitatively measured. (7)
- 19 Acronym for a Set of factors that are essential for gaining and maintaining a competitive advantage. (3)