

IAC1 Principles of Management Version 2

Section: Management Studies • Total Questions: 10 • Format: Verified Q&A

1. Which process is used to verify that deliverables are correct and complete?

- (A) Quality Cooperative
 - (B) Quality Control
 - (C) Quality Collaboration
 - (D) Quality Assurance
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2. Which conflict-resolution technique would be most effective in helping create a shared goal that cannot be attained without the cooperation of each of the conflicting parties?

- (A) Authoritative command
 - (B) Superordinate goals
 - (C) Communication
 - (D) Avoidance
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3. Equal employment opportunity laws were designed to ensure that people are considered for employment without regard to certain traits. Which traits are protected by these laws?

- (A) Criminal record, race, and gender
 - (B) Race, religion, and abilities
 - (C) Race, religion, and ethnic background
 - (D) National origin, race, and education
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4. Wardrobe Web, Inc., wants to analyze defects such as late delivery, wrong shipment, and poor customer service. Which process should the company use?

- (A) Objective analysis
 - (B) Social constructivist analysis
 - (C) Job analysis
 - (D) Statistical analysis
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5. An executive arrived in a country and was instructed to take the 'lift' to the second floor. The executive did not understand the meaning of 'lift.' Which type of cross-cultural communication barrier is this

- (A) Barrier caused by differences among perceptions
 - (B) Barrier caused by relativism
 - (C) Barrier caused by tone differences
 - (D) Barrier caused by semantics
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6. Which customer relationship concept emphasizes the relationship between the company, the competition, and the customer

- (A) Liaison concept
 - (B) Strategic triangle
 - (C) Tactical strategy
 - (D) Strategic relationship
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7. What is the activity called when a corporate project team is created to develop a new product

- (A) Intrapreneurship
 - (B) Benchmarking
 - (C) Venture capitalism
 - (D) Competitive innovation
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8. What is a characteristic of a person with an entrepreneurial personality

- (A) Laissez-faire
 - (B) Opportunity tolerance
 - (C) Employee empowerment
 - (D) Motivation to excel
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9. The person supervising a new advertising campaign was not sure that the team fully understood the technical side of the product they were working on. Which technique would be most appropriate in stimulating conflict?

- (A) Appointing a devil's advocate
 - (B) Bringing in outsiders
 - (C) Authoritative command
 - (D) Compromise
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10. A computer manufacturer purchases the company that supplies computer chips for the company. Which type of corporate strategy is the company using

- (A)** Domain selection
- (B)** Conglomerate diversification
- (C)** Vertical integration
- (D)** Strategic alliance