

CE Business Management 1010

Test 3 Study Guide

**You may bring 1 8 ½ x 11 Paper with one side of notes for the test. Please turn them in with your test after you are done*

The test will cover Chapters 9-11 and in class discussion, and will be from 50 to 100 questions. The questions will consist of T/F, Multiple Choice, and short answer.

Chapter 9

How has the nature of the manufacturing business changed over the years to the present day?

What are the different production processes?

What techniques are there to make production more effective and efficient?

How does JIT inventory control work?

Understand quality control and the awards that can be earned in the industry for great quality control?

Why would a production facility use a PERT chart? A GANTT chart?

Who is known as the “originator” of the assembly line? What does a typical assembly line look like today? What are some advantages to using the assembly line?

Chapter 10

Understand the studies behind early scientific studies of motivation including: Taylor, Mayo and the Hawthorne studies, Maslow, and Herzberg.

Understand the different theories of motivation and management including: Theory X, Theory Y, Ouchi's Theory Z, goal setting theory, MBO, Expectancy Theory, Reinforcement Theory, and Equity Theory. What is the theory of using extinction in responding to negative behavior?

Understand motivation through job enrichment and through open communication.

How do self-managed teams fit into today's work environment?

How can a manager personalize motivation?

How does pay fit into the discussion on motivation based on studies performed over the years?

Chapter 11

How are people considered an Asset to a company?

What is Human Resource Management?

What are some of the challenges and opportunities faced in HRM?

Understand the basics of all the legislation in the Legal Briefcase on page 288.

What is reverse discrimination and how specifically has some of the past legislation contributed to this or not?

What does it mean to hire smart or manage tough?

What are some keys to an HRM finding and retaining the right people?

What are the six steps in the selection process when it comes to hiring new people in an organization?

What are contingent employees and what can be good/bad about using them?

What are the parts of a well-designed training program?

What are some ways to meet organization and employee needs with scheduling?

Understand the processes of employees moving through a company including moving out.

What is a labor union, and what is collective bargaining?