

Modern Management Approaches

Quantitative Analysis

- Scientific application of mathematical techniques to management problems
 - Techniques and applications include:
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 - .
 - .
- *Operations Management* –

Organizations as Systems

- System
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- Subsystem
 - .
- Open systems
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Contingency Thinking

- Tries to match managerial responses with problems and opportunities unique to different situations.
 - Especially individual or environmental differences.
- No “_____” to manage.
- Appropriate ways to manage depend on the _____ and _____ circumstances.

Quality Management and Performance

- **Quality and performance excellence**
 - Managers and workers in progressive organizations are quality conscious.
- **Total quality management (TQM)**
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- **Global awareness**
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- **ISO certifications** indicate that organizations have conformed to international quality standards

Learning Organizations

- Continuously change and improve as experience is developed and lessons are learned
- Core ingredients of learning organizations:
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21st Century Leadership

- Current social, political and economic situations make leadership challenging in the 21st century
- Leaders will have to continuously strive to display characteristics of:
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