Idaho Business Management Criticality Survey - 2016

WORKPLACE READINESS STANDARDS

Personal Qualities and People Skills					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.	0	2	21	2.91	23
Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.	0	3	20	2.87	23
Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.	0	11	12	2.52	23
Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.	0	10	13	2.57	23
Demonstrate diversity awareness by working well with all customers and co-workers.	2	9	12	2.43	23
Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues.	2	12	9	2.30	23
Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.	3	16	4	2.04	23
				answered question	23
				skipped question	0

Professional Knowledge and Skills

Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.	0	3	20	2.87	23
Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.	0	10	13	2.57	23
Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.	1	13	9	2.35	23
Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.	4	5	14	2.43	23
Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.	3	15	5	2.09	23
Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.	6	11	6	2.00	23
Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.	9	8	5	1.82	22
Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.	3	7	13	2.43	23
Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks.	8	12	3	1.78	23
Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.	1	10	12	2.48	23
				answered question	23
				skipped question	0

	Technology Knowledge and Skills					
	Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
	Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.	3	10	10	2.30	23
	Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.	4	10	9	2.22	23
	Demonstrate proper Internet use and security by using the Internet appropriately for work.	3	8	12	2.39	23
	Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.	9	8	6	1.87	23
					answered question	23
					skipped question	0

CONTENT STANDARD 1.0: Functions of management

Performance Standard 1.1: Planning Function

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
1.1.1	Explain what planning is and why it is done.	8	5	8	2.00	21
1.1.2	Demonstrate the ability to set priorities.	1	9	11	2.48	21
1.1.3	Apply the decision-making process to a business application.	2	13	6	2.19	21
1.1.4	List the steps in problem solving.	9	8	4	1.76	21
1.1.5	Define the role of strategic planning in a business.	12	4	5	1.67	21
1.1.6	Identify factors involved with a strategic plan.	11	5	5	1.71	21

1.1.7	Describe the process involved in developing a budget.	10	8	3	1.67	21
1.1.8	Evaluation and measurement strategies for the effectiveness of plan implementation.	8	8	5	1.86	21
1.1.9	Explore company values, vision and mission statement.	8	7	6	1.90	21
					answered question	21
					skipped question	2

	Performance Stnadard 1.2: Organizing Function					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
1.2.1	Explain the importance of organizing for the business.	5	11	5	2.00	21
1.2.2	Explain how the organizing function relates to using various resources to accomplish Strategic goals.	9	8	4	1.76	21
1.2.3	Explain the advantages and disadvantages of centralization and decentralization.	16	5	0	1.24	21
1.2.4	Describe how the organization provides for accountability through authority and responsibility.	6	7	8	2.10	21
1.2.5	Demonstrate ability to delegate responsibilities.	6	12	3	1.86	21
1.2.6	Develop procedures for efficient workflow.	4	9	8	2.19	21
1.2.7	Prepare an agenda and conduct an orderly meeting.	12	6	2	1.50	20
					answered question	21
					skipped question	2

	Performance Stnadard 1.3: Directing Function	Nice to know	Need to know	Critical to know	Rating Average	Response Count
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
1.3.1	Identify the need for leadership.	6	6	9	2.14	21
1.3.2	Identify leaders.	8	6	7	1.95	21
1.3.3	Describe leadership qualities (e.g., personality traits) of effective leaders.	8	8	5	1.86	21
1.3.4	Compare and contrast alternative leadership styles and the appropriate style for a given situation.	10	8	3	1.67	21
1.3.5	Compare and contrast the leading/directing function to other management functions.	14	4	3	1.48	21
1.3.6	Direct management's role in stimulating innovation and creativity.	10	6	5	1.76	21
					answered question	21
					skipped question	2

	Performance Standard 1.4: Controlling and Evaluating Functions	Nice to know	Need to know	Critical to know	Rating Average	Response Count
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
1.4.1	Define the control function and discuss how to apply it to one's life.	8	9	3	1.75	20
1.4.2	Discuss why the control function is used in business.	8	10	2	1.70	20
1.4.3	Determine the controlling strategy to be used for a given business situation.	8	9	3	1.75	20
1.4.4	Determine alternative actions when goals are not being met in a specific situation (e.g., changing goals changing strategies).	4	11	5	2.05	20

		Nice to know	Need to know	Critical to know	Rating Average	Response Count
1.4.5	Prepare managerial reports about production, personnel, equipment and operational costs.	6	12	2	1.80	20
1.4.6	Evaluate job applicants based upon interviews.	7	8	5	1.90	20
					answered question	20
					skipped question	3

CONTENT STANDARD 2.0 : FINANCIAL DECISION MAKING

Performance Standard 2.1: Internal and External Financial Statements

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
2.1.1	Describe why financial statements are important.	5	9	6	2.05	20
2.1.2	Analyze and interpret data on financial statements.	7	9	4	1.85	20
					answered question	20
					skipped question	3

Performance Standard 2.2: Financial Data in Planning

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
2.2.1	Distinguish between short- and long-term plans.	5	10	5	2.00	20
2.2.2	Describe how a sales forecast can be a short- or long-term plan.	8	9	3	1.75	20
					answered question	20
					skipped question	3

	Performance Standard 2.3: Funding Sources					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
2.3.1	Identify traditional sources for securing financing.	9	8	3	1.70	20
2.3.2	Compare and contrast traditional and nontraditional sources for securing financing.	13	5	2	1.45	20
2.3.3	Identify the relationships among price, market share and profitability.	8	9	3	1.75	20
					answered question	20
					skipped question	3

CONTENT STANDARD 3.0: COMPETITIVE ANALYSIS AND MARKETING STRATEGIES

	Performance Standard 3.1: Business Competition					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
3.1.1	Identify ways businesses compete with one another (e.g., quality, service, status, price).	5	10	5	2.00	20
3.1.2	Define market share.	6	12	2	1.80	20
3.1.3	Compare and contrast various forms of competition (e.g., pure competition, oligopoly, monopolistic).	13	7	0	1.35	20
3.1.4	Describe how various laws impact competition (e.g., Sherman Act, Robinson-Patman).	10	7	3	1.65	20
					answered question	20
					skipped question	3

	Performance Standard 3.2: Competitive Advantage					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
3.2.1	Calculate the return on investment when given a set of financial data.	5	9	6	2.05	20
3.2.2	Describe ways to increase market share.	4	9	7	2.15	20
3.2.3	Analyze relative competitive strengths and weaknesses using appropriate tools [e.g., strengths, weaknesses, opportunities, threats (SWOT)].	4	9	7	2.15	20
					answered question	20
					skipped question	3

	Performance Standard 3.3: Internal Comparisons and External Research Services					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
3.3.1	Explain the purposes of external research services and explain why businesses use them for competitive purposes.	13	6	1	1.40	20
3.3.2	Explain the purposes of internal research services and why businesses use them (e.g., consumer affairs, consumer panels and marketing research).	13	6	1	1.40	20
3.3.3	Describe why an ongoing analysis of customer satisfaction is necessary for attaining competitive advantage.	2	11	7	2.25	20
					answered question	20
					skipped question	3

CONTENT STANDARD 4.0: HUMAN RESOURCE MANAGEMENT

Performance Standard 4.1: Employee Development

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.1.1	Explain why orientation and ongoing training are needed for successful employee performance.	4	10	6	2.10	20
4.1.2	State why professional development is a shred responsibility between the business and the individual.	5	9	6	2.05	20
4.1.3	Identify different types of orientation and training needed.	9	9	2	1.65	20
4.1.4	Explain the relationship of continuous training to professional development.	5	12	3	1.90	20
4.1.5	Identify the benefits of other forms of employee development (e.g., workshops, conferences, course work and professional associations).	6	11	3	1.85	20
4.1.6	Determine preventive actions for office communication problems.	4	10	6	2.10	20
4.1.7	Describe diversity and explain why it matters (e.g., social media).	7	9	4	1.85	20
					answered question	20
					skipped question	3

Performance Standard 4.2: Evaluation

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.2.1	Explain the need for employee evaluation.	6	8	6	2.00	20
4.2.2	Explain how employees are evaluated.	6	7	7	2.05	20
4.2.3	Identify the consequences to employees of positive or negative performance appraisals.	5	7	8	2.15	20

		Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.2.4	Describe the procedures used in the evaluation process and why they are needed.	6	8	6	2.00	20
4.2.5	Design an evaluation system.	14	2	4	1.50	20
4.2.6	Describe the legal implications of using performance appraisals to terminate or demote employees.	5	8	7	2.10	20
4.2.7	Choose appropriate action in solving problems involving violation of business principles.	6	8	6	2.00	20
					answered question	20
					skipped question	3

	Performance Standard 4.3: Recruiting and Selection					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.3.1	Identify recruiting sources of new employees.	9	7	4	1.75	20
4.3.2	Identify methods used to recruit and select employees.	10	7	3	1.65	20
4.3.3	Complete a job application form.	4	1	15	2.55	20
4.3.4	Describe legislation affecting the selection process and why it is important (e.g., affirmative action, right to privacy).	8	7	5	1.85	20
4.3.5	Identify common selection tools and determine why they are used (e.g., interview, tests reference checks).	7	9	4	1.85	20
4.3.6	Develop a job description and determine how it will be used in the recruiting process.	7	7	6	1.95	20
					answered question	20
					skipped question	3

	Performance Standard 4.4: Labor Contract Implementation					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.4.1	Describe the common elements of a labor contract.	10	7	3	1.65	20
4.4.2	Outline the procedures involved in the grievance process.	11	6	3	1.60	20
4.4.3	Discuss the role of human resources personnel in the collective bargaining process.	14	4	2	1.40	20
					answered question	20
					skipped question	3

	Performance Standard 4.5: Compensation, Promotion, Benefits and Incentives					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.5.1	Identify benefits available to all employees.	4	7	9	2.25	20
4.5.2	Explain the methods used to compensate employees (e.g., wages, salary, commission).	4	7	9	2.25	20
4.5.3	Identify various career paths available to employees.	7	6	7	2.00	20
4.5.4	Calculate wages paid under various compensation methods.	5	9	6	2.05	20
4.5.5	Describe policies and procedures used to manage compensation (e.g., company performance, benchmarking, profit sharing).	6	7	7	2.05	20
4.5.6	Establish criteria for promoting employees	7	6	7	2.00	20

		Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.5.7	Describe the relative merits and possible disadvantages of internal promotion vs. hiring from outside.	8	6	6	1.90	20
					answered question	20
					skipped question	3

	Performance Standard 4.6: Separation, Termination and Transition					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.6.1	Define the concept of downsizing and why it occurs.	9	9	2	1.65	20
4.6.2	Describe programs available to assist displaced workers.	12	6	2	1.50	20
4.6.3	Discuss how internal and external factors can affect downsizing (e.g., economy, competition, government regulations).	9	9	2	1.65	20
4.6.4	Identify the consequences of downsizing on the individual, the company, the economy and society.	10	7	3	1.65	20
4.6.5	Discuss whether a company has a responsibility to provide retraining programs and severance packages for displaced workers.	10	8	2	1.60	20
					answered question	20
					skipped question	3

	Performance Standard 4.7: Labor Legislation					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.7.1	Describe how the workplace has changed as a result of labor legislation (e.g., drug testing, ADA, sexual harassment, safety).	7	9	4	1.85	20
4.7.2	Describe why the workplace has changed as a result of labor legislation.	9	8	3	1.70	20

4.7.3	Discuss the viability of specific labor legislation.	10	8	2	1.60	20
4.7.4	Discuss the effect of legislation has had on company productivity and profitability.	10	8	2	1.60	20
					answered question	20
					skipped question	3

	Performance Standard 4.8: Internal Communications					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.8.1	Describe the methods used by management to communicate with employees (e.g., formal and informal).	4	7	9	2.25	20
4.8.2	Demonstrate the effective use of various communication methods.	4	5	11	2.35	20
4.8.3	Differentiate among the various electronic and non-electronic telecommunication methods.	8	6	6	1.90	20
4.8.4	Explain the importance of timely communication of information pertinent to employees.	2	8	10	2.40	20
					answered question	20
					skipped question	3

	CONTENT STANDARD 5.0: ORGANIZATIONAL STRUCVTURE					
	Performance Standard 5.1 Basic Organizational Structures					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
5.1.1	Identify the levels of management.	4	11	5	2.05	20

5.1.2	Describe line vs. staff departments and the authority relationship between them.	7	11	2	1.75	20
5.1.3	Differentiate between tall and flat organizational structures.	12	7	1	1.45	20
					answered question	20
					skipped question	3

	Performance Standard 5.2: Business Ownership					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
5.2.1	Identify and provide examples of basic ownership forms.	10	6	4	1.70	20
5.2.2	Compare and contrast the forms of business ownership.	11	5	4	1.65	20
5.2.3	Identify variations of basic ownership forms (e.g., franchises, employee stock ownership programs).	12	5	3	1.55	20
					answered question	20
					skipped question	3

	Performance Standard 5.3: Organizational Models					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
5.3.1	State the advantages and disadvantages of the team concept to the organization.	9	5	6	1.85	20
5.3.2	Discuss the interrelationships of a variety of organizational models (e.g., line, line and staff, functional).	10	8	2	1.60	20
5.3.3	Analyze organizational charts and determine how they need to be modified.	8	9	3	1.75	20
5.3.4	Design an organizational chart.	8	9	3	1.75	20

5.3.5	Describe the effects of group dynamics on group decision making and consensus building.	11	2	6	1.74	19
					answered question	20
					skipped question	3

CONTENT STANDARD 6.0: GENERAL MANAGEMENT SKILLS

Performance Standard 6.1: Time Management Skills

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
6.1.1	Discuss the importance of time management, both professionally and personally, including the consequences of poor time management skills.	1	5	13	2.63	19
6.1.2	Perform a personal time management analysis for a given period of time.	5	5	9	2.21	19
6.1.3	Develop a time management plan using cases and simulations.	6	4	9	2.16	19
					answered question	19
					skipped question	4

Performance Standard 6.2: Technology in Management

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
6.2.1	Describe the role of technology in the overall management process	5	7	6	2.06	18
6.2.2	Use current technology in various facets of the managerial process.	6	5	7	2.06	18
					answered question	18
					skipped question	5

	Performance Standard 6.3: Networking Skills					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
6.3.1	Describe the advantages of networking in order to achieve personal and professional advancement.	5	6	8	2.16	19
6.3.2	Identify available resources inside and outside of the school useful for making professional contacts (e.g., career development centers, business schools, alumni, business leaders).	4	9	6	2.11	19
6.3.3	Develop liaisons with community and professional organizations using strategies such as internships, volunteer work and membership in organizations.	6	6	7	2.05	19
6.3.4	Demonstrate a knowledge of professional organizations.	8	7	4	1.79	19
					answered question	19
					skipped question	4

	Performance Standard 6.4: Entrepreneurial Thinking					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
6.4.1	Define the entrepreneurial way of thinking and describe why it is important (e.g., opportunity recognition).	5	8	6	2.05	19
6.4.2	Use the entrepreneurial way of thinking in one's own life.	6	5	8	2.11	19
6.4.3	Apply the entrepreneurial way of thinking to solving managerial problems.	7	4	8	2.05	19
					answered question	19
					skipped question	4

	CONTENT STANDARD7.0: KNOWLEDGE OF ETHICS					
	Performance Standard 7.1: Ethics in Decision Making					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
7.1.1	Describe a personal code of ethical behavior.	2	4	13	2.58	19
7.1.2	Explain the importance of trust for the successful conduct of business.	2	2	15	2.68	19
7.1.3	Give examples of how unethical behavior results in higher prices for consumers (e.g., insurance fraud).	2	7	10	2.42	19
7.1.4	Describe how and why different cultures have different ethical systems.	7	6	6	1.95	19
7.1.5	Explain the difference between ethics and governmental regulations.	5	6	8	2.16	19
7.1.6	Describe a business code of ethical behavior.	3	2	14	2.58	19
7.1.7	Give examples of how unethical behavior leads to governmental regulations.	4	7	8	2.21	19
7.1.8	Determine appropriate action in situations requiring application of business ethics.	4	5	10	2.32	19
7.1.9	Explain the law of precedent in the legal system.	7	5	7	2.00	19
7.1.10	Discuss legislation related to technology with a focus on electronic transitions, computers and the internet.	6	8	5	1.95	19
					answered question	19
					skipped question	4

	Performance Standard 7.2: Code of Ethics					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
7.2.1	Identify ethical considerations resulting from technological advances (e.g., computer snooping or hacking).	3	10	6	2.16	19
7.2.2	Identify ethical consideration resulting from increasing international competition (e.g., dumping goods on the market at below-cost prices; and trading with countries where unfair labor practices, bribery and human rights violations exist).	5	9	5	2.00	19
7.2.3	Identify ethical considerations resulting from increasing business positioning with politicians (e.g., should gifts, lobbying, and honoraria be given to political leaders for business gain?).	6	9	4	1.89	19
7.2.4	Identify ethical considerations involving employer/employee relationships (e.., poor working conditions, hours wasted on the job, employee theft).	3	6	10	2.37	19
7.2.5	Identify ethical considerations affecting consumers (e.g., false advertising, shoplifting).	4	5	10	2.32	19
7.2.6	Select the best ways to handle confidential information.	4	3	12	2.42	19
7.2.7	Examine the role of social responsibility in decision making.	7	4	8	2.05	19
					answered question	19
					skipped question	4

	Performance Standard 7.3: Social Responsibility					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
7.3.1	Define social responsibility.	4	5	9	2.28	18
7.3.2	Identify ways in which a business organization demonstrates social responsibility.	7	4	8	2.05	19

		Nice to know	Need to know	Critical to know	Rating Average	Response Count
7.3.3	Identify ways in which a business organization demonstrates social responsibility toward its internal and external stakeholders.	7	5	7	2.00	19
7.3.4	Discuss the impacts resulting from business organizations being socially responsible toward their internal and external stakeholders.	5	8	6	2.05	19
7.3.5	Recognize the long-term impact of practicing social responsibility.	7	5	7	2.00	19
7.3.6	Identify government regulations that have resulted from social responsibility.	9	5	5	1.79	19
					answered question	19
					skipped question	4

CONTENT STANDARD 8.0: GOVERNMENT REGULATIONS AND SOCIAL RESPONSIBILITY

Performance Standard 8.1 Government Regulations

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
8.1.1	Compare the relative merits of having more vs. less government regulation of business.	8	9	2	1.68	19
8.1.2	Identify the effects regulation has had on specific industries (e.g., long-distance telephone service).	9	8	2	1.63	19
8.1.3	Compare specific government regulations and their impact on doing business both domestically and internationally.	9	7	3	1.68	19
8.1.4	Identify the regulating responsibilities held by various government agencies (e.g., FTC, USDA, CPSC).	6	11	2	1.79	19
8.1.5	Discuss how business influences government regulation (e.g., through lobbying).	9	7	2	1.61	18
					answered question	19
					skipped question	4

	Performance Standard 8.2: Community Involvement					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
8.2.1	Discuss why the definition of "community" (e.g., local area, regional area, national, international) differs among businesses.	9	4	6	1.84	19
8.2.2	Identify specific ways in which a company can help its community (e.g., jobs, taxes, contributions to special community projects).	8	5	6	1.89	19
8.2.3	Explain the pros and cons of various levels of community involvement by a business.	10	2	7	1.84	19
					answered question	19
					skipped question	4

CONTENT STANDARD 9.0: FUNCTIONS OF ORGANIZED LABOR

	Performance Standard 9.1: Roles of Organized Labor and Its Influences					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
9.1.1	Describe the history of the labor movement and why unions were organized.	14	5	0	1.26	19
9.1.2	Describe the collective bargaining process including the use of mediators and arbitrators.	14	5	0	1.26	19
9.1.3	Describe legal strategies used by labor and management to gain competitive advantage in contract negotiations (e.g., strikes, boycotts, layoffs, lockouts).	14	4	1	1.32	19
9.1.4	Identify federal legislation which has affected organized labor and management and explain its effect.	12	5	2	1.47	19
9.1.5	Explain why the participation of workers in labor unions has changed.	15	4	0	1.21	19
9.1.6	and management to gain competitive advantage (e.g., wildcat strikes, secondary boycotts, preventing workers from forming unions).	14	4	1	1.32	19
9.1.7	Describe the changing provisions for the labor contracts and reasons for such changes.	14	5	0	1.26	19

9.1.8	Describe the process involved in forming and operating a labor union.	13	5	0	1.28	18
					answered question	19
					skipped question	4

CONTENT STANDARD 10.0: OPERATIONS MANAGEMENT

Performance Standard 10.1: Operations Management Principles and Procedures

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
10.1.1	Describe the importance of maintaining close working relationships with external suppliers.	5	7	7	2.11	19
10.1.2	Identify the factors considered when selecting suppliers (e.g., quality, price, reliable delivery).	2	9	8	2.32	19
10.1.3	Identify sources for raw materials and parts, both domestic and international.	7	7	5	1.89	19
10.1.4	Compare and contrast the production of parts internally vs. procurement from external sources.	8	5	6	1.89	19
					answered question	19
					skipped question	4

Performance Standard 10.2: Managing Inventory

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
10.2.1	Identify the problems associated with having too much or too little inventory.	4	6	9	2.26	19
10.2.2	Apply methods used to count and inspect incoming inventory.	5	6	8	2.16	19

		Nice to know	Need to know	Critical to know	Rating Average	Response Count
10.2.3	Identify the basic forms of inventory carried by a manufacturing firm (e.g., materials and parts, work in process, finished goods).	9	4	6	1.84	19
10.2.4	Identify appropriate situations in which a Just-in-Time Inventory system can a should be used.	10	5	4	1.68	19
10.2.5	Develop a system for maintaining inventory that can and should be used.	6	5	8	2.11	19
10.2.6	Develop a system for maintaining inventory control (e.g., receiving, tracking, securing, reordering).	4	8	6	2.11	18
					answered question	19
					skipped question	4

CONTENT STANDARD 11.0: POSITIVE CUSTOMER RELATIONS

Performance Standard 11.1: Positive Relationships to Enhance Company Image

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
11.1.1	Evaluate the nature of positive customer relations.	1	9	9	2.42	19
11.1.2	Demonstrate a customer service mindset.	2	5	12	2.53	19
11.2.3	Apply business policies to respond appropriately to customer inquiries.	5	5	9	2.21	19
11.1.4	Explain management's role in customer relations.	3	9	7	2.21	19
					answered question	19
					skipped question	4

	Performance Standard 11.2: Resolving Conflicts to Encourage Repeat Business					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
11.2.1	Resolve difficult customer situations.	1	5	13	2.63	19
11.2.2	Formulate solutions to customer/client complaints.	2	8	9	2.37	19
					answered question	19
					skipped question	4

	Performance Standard 11.3: Brand Promise					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
11.3.1	Describe a company's brand promise.	2	5	11	2.50	18
11.3.2	Determine ways of reinforcing a company's image through employee performance.	4	5	10	2.32	19
					answered question	19
					skipped question	4

	Performance Standard 11.4: Customer Relationship Management					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
11.4.1	Discuss the nature of customer relationship management.	4	8	7	2.16	19
11.4.2	Explain the role of ethics in customer relationship management.	4	4	11	2.37	19

11.4.3	Describe the use of technology in customer relationship management.	5	9	5	2.00	19
					answered question	19
					skipped question	4

CONTENT STANDARD 12.0: PROJECT MANAGEMENT

Performance Standard 12.1: Project Plan

	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
12.1.1	Prepare and critique a project plan.	5	5	9	2.21	19
12.1.2	Explain the importance of organizing the implementation of the plan.	4	8	6	2.11	18
12.1.3	Explain the various resources available to accomplish the goal of plan implementation.	5	9	5	2.00	19
12.1.4	Describe the elements of project delegation.	5	9	5	2.00	19
12.1.5	Describe how proper implementation of human resources provides accountability by delegating authority and responsibility.	7	7	5	1.89	19
12.1.6	Implement the plan.	3	7	9	2.32	19
					answered question	19
					skipped question	4