Chapter 15 part 2 and Chapter 16 - control

1. in the communication process, a return message to the sender that indicates the receivers understanding of the message	A. formal communication channel
2. Anything that interferes with the transmission of the intended message	B. financial ratios
3. vocabulary particular to a profession or group that interferes with communication in the workplace	C. zero based budgeting
4. The system of official channels that carry organizationally approved messages and information	D. feedback to sender
5. communication that flows from higher to lower levels in an organization	E. control loss
6. communication that flows from lower to higher levels in an organization	F. control
7. a regulatory process of establishing standards to achieve organizational goals, comparing actual performance and taking corrective action when necessary	G. balanced scorecard
8. the basis of comparison for measuring the extent to which various kinds of organizational performance are satisfactory or unsatisfactory	H. cybernetic
9. the process of identifying outstanding practices, processes, and standards in other companies and adapting them to your company	I. budget
10. the process of steering or keeping on course	J. downward communication
11. the situation in which behavior and work procedures do not conform to standards	K. jargon
12. the costs associated with implementing or maintaining control	L. benchmarking
13. measurement of organizational performance in 4 equally important areas : Finances, customers, internal operations, and innovation and learning	M. value
14. accounting statements that provide a snapshot of a company's financial position at a particular time	N. noise
15. accounting statements also called profit and loss statements	O. customer defections
16. calculations to track businesses liquidity efficiency and profitability overtime	P. regulation costs
17. quantitative plans to decide how to allocate money	Q. standards

18. a budgeting technique that requires managers to justify every expenditure every year

R. income statement

19. a performance assessment in which companies identify which customers are leaving and measure the rate at which they are leaving

S. upward communication

20. customer perception that the product quality is excellent for the price offered

T. balance sheet