

# Management 12th Edition Kreitner Solutions Manual

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CHAPTER 2

## The Evolution of Management Thought

### CHAPTER OBJECTIVES

- **Identify** two key assumptions supporting the universal process approach and briefly **describe** Henri Fayol's contribution.
- **Discuss** Frederick W. Taylor's approach to improving the practice of industrial management.
- **Identify** at least four key quality improvement ideas from W. Edwards Deming and the other quality advocates.
- **Describe** the general aim of the human relations movement and **explain** the circumstances in which it arose.
- **Explain** the significance of applying open-system thinking to management.
- **Explain** the practical significance of adopting a contingency perspective.
- **Describe** what "management by best seller" involves and **explain** what managers can do to avoid it.

### OPENING CASE

#### What are Zildjian's Secrets to Success?

Craigie Zildjian is head of The Zildjian Company, the world's largest cymbal maker and the oldest continuously family-run business in the U.S. (founded in 1623 in Turkey, now located in Norwell, MA). Her perspective on their recipe for success:

- Guided by core values:
  - o Continuous quality improvement
  - o Innovation
  - o Craftsmanship
  - o Customer collaboration

# Management Kreitner 12th Edition

**Robert Kreitner, Barry L. Reece, James  
P. O'Grady**

**Management Kreitner 12th Edition:**

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