


Technology forecasting for strategic decision making
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Quiz about Strategic, Tactical and Operational decision making

Hello, and welcome back to the technology forecasting for strategic decision-making course. We have looked at the basic definitions so far when it came to strategy, tactical and operational. So, these are three definitions that we saw, different times scales, different activities, different sets of people who are responsible, different things that one has to do to implement them in your organization. This is what we saw, just as a teaser, we are going to have a quiz.

I am going to give you three personalities, I am going to describe to you three people, you will have to guess which ones which. So, a person A – I would describe what they do, and what they are responsible for an organization and describe them to you some activity, you can take a guess as to whether they are strategic, are they tactical, are they operational. So, you have to take a guess. So, this is going to be of course not for evaluation, just thing to keep, refresh you on what we just covered.



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QUIZ

Who is Strategic? Who is Tactical? Who is Operational?

1. **Pari**
 - Warehouse manager
 - moving goods from one place to another
 - Mumbai, Ahmedabad, Delhi
2. **Satish**
 - Collects inputs and data from sales agents
 - Researches into different business units
 - Talks to top management heads, business heads
3. **Tarun**
 - Human resources head
 - Gets trained on regulations, rules
 - Collects requirements from business heads on their personnel needs



So, this is going to be a sort of a fun quiz, so to speak, no marks attached to it. So, I will 1st let us go over to the 1st character, this person is Pari, she is a warehouse manager, she is

responsible mainly and her activities revolve around moving goods from one place to another. So, this is her main responsibility. She carries out these activities in three cities in India; Mumbai, Ahmedabad and Delhi.

So, these are the main activities main location for her. So, you can pause take down what you think is Pari, is she strategic involved in strategic operations, tactical operationas, I am sorry, strategic, is she in tactical, is she in operational activities of her company, just pause the video and take your guess.

The second character is Satish, Satish is mainly involved in collecting input and data from sales agents, there are bunch of sales agents in his company. His main job revolves around collecting inputs and data from all these field service sales agents, he researches goes and finds out more about their different business units in all different units, business units not only sales it starts of inputs from sales agents, but researches into different business units. Does not limit it to one business unit. Also, another part of his job is to talk to top management heads and business heads.

So that is, describes Satish, his role in an organization he collects in terms of inputs collects it from sales agents, sales agents are people who are out there in the field selling stuff products or services for the organization. He researches into different business units, what they are up to and all that. And finally, he also gets to talk to top management heads and business heads to get a feel for what they do.

Lastly, this is the third part of the quiz. The third personality we are going to talk about in this quiz is Tarun, who is a human resources head. So, he heads the division human resources. He gets himself trained on regulations and rules of the company of the government of the land and all that he gets to know all of that.

He also just like similar to Satish, he collects requirements from business heads, but the only differences only on their personnel needs, personnel with a double 'n'. So, he looks at all the requirements from businesses on their personnel needs, how what all people they need for in the future or what all people will be needed in the near-term future on their projects in running the organization in whatever else, so in all their personnel needs, Tarun collects all the requirements.

So, these are the three people Pari, Satish and Tarun, whom you have to categorize. Each of them is unique. One belongs to strategy, one belongs to tactical and one belongs to

operational, you have to figure out which ones which one, that is going to be your quiz. That's it for now. We will see with the answers in the next module, next session itself, next module itself. Thank you.