

Technology forecasting for strategic decision making

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Answer to the quiz on Strategic, Tactical and operational decision

Hello, and welcome back to the technology forecasting course. Last recording, I told you about a quiz simple teaser. In case you missed that and you are here for the answers, or you skip that, and you want to refresh yourself what was in that quiz again, so here it is, I am going to show you those three personalities that I described.



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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




And these are Pari, Satish and Arun, I am sorry, Tarun, who are three people in an organization who do three different roles. Now, your job is to guess which ones which one, so very quickly. Pari is a warehouse manager moving goods, responsible for moving goods from one place to another, she operates in a, does her role in Mumbai, Ahmedabad and Delhi, across India.

And Satish collects inputs and data from all the sales agents field sales agents, he researches into different business units. Also, he gets to talk to different management heads, the top management heads and the business heads and collects, has some exchanges with them. Tarun is mainly responsible for human resources, is the division head, he gets himself trained on regulations and rules of the land of the government of the of his own company gets keeps himself up to date on all this.

He collects requirements from all the business heads on their personnel needs. This serves as a recap to all that. Your job is to guess, or rather figure it out based on what we covered earlier. Who belongs to strategic, who is tactical and who, which one of them is operational, made your life a little easier by giving making only one person to one of these, so you have to now, you can pause the video and figure it out for yourself. Which ones which one? So, go ahead and pause the video and figure it out.



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ANSWER TO QUIZ

Tactical


- Tarun
 - Human resources head
 - Gets trained on regulations, rules
 - Collects requirements from business heads on their personnel needs



So, the 1st answer is Tarun is belongs to the tactical, part of the operations tactical part of the organization. Since, he deals with the intermediate future, not into the far distant future, not on the long term. Neither is he involved in the short term. So, he is the tactical guy. He is human resources directly feeds into this part where they look at only the mid-term.

So, regulations and rules are important, so that you see what is coming in the near term, in the medium term, so I am so sorry. And the medium term, they are collecting from businesses about the personnel needs alone also sheds light on what sort of workload are we looking at. So that hiring is a sort of midterm process so that we can be ready for the midterm. So, all his activities, all the people, he talks to, all keeping that in mind.



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ANSWER TO QUIZ


Operational

- **Pari**
 - Warehouse manager
 - moving goods from one place to another
 - Mumbai, Ahmedabad, Delhi



The next person is Pari, who is entirely operational, it is a day-to-day sort of activity, she is working in the warehouse, where all the goods move from one place to another different locations of the warehouses, all the goods may all the logistics everything, Pari seems to be managing, so he is involved in an operational role in the organization.



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ANSWER TO QUIZ

Strategic

- **Satish**
 - Collects inputs and data from sales agents
 - Researches into different business units
 - Talks to top management heads, business heads



And lastly, you could have guessed this, Satish is in the strategic division of the organization, his role is strategic, because he has to figure out so many things about from the field data

from business units, and from management heads and business and all these go into forming his opinion on what could be out there in the long-term future. So that is his main role.

So, three people three different locations just for you to get exercise yourself to think in terms of these three different roles, strategic, tactical and operational role. So, if you run an organization, you can also figure out, which one do you belong to. Is it the near term? Is it the midterm? or Is it in the long term? So, you belong to that and activities and rationale that you apply the inputs that you get all will vary based on which role you are in, so that is the attempt in this quiz. That is the main reason we have this quiz. See you in the next one. Thank you so much.