**CHAPTER 13 VOCABULARY**

1. Strategic Planning
2. Operational Planning
3. SWOT Analysis
4. Mission Statement
5. Vision
6. Goal
7. Schedule
8. Standard
9. Policies
10. Procedure
11. Organization Chart
12. Responsibility
13. Authority
14. Empowerment
15. Accountability
16. Unity of Command
17. Span of Control
18. Line Organization
19. Line-and-staff organization
20. Matrix Organization
21. Team Organization
22. Self-directed work team
23. Centralized Organization
24. Decentralized Organization
25. Flattened Organization