

PRINCIPLE OF MANAGEMENT

LESSON 7: CONTROLLING

by

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Lesson Description

- Aims

To provide an understanding of controlling function in management

- Expected Outcomes

Student should be able to:

- Describe the purpose of control
- Illustrate the control process
- Discuss the types of control



- References

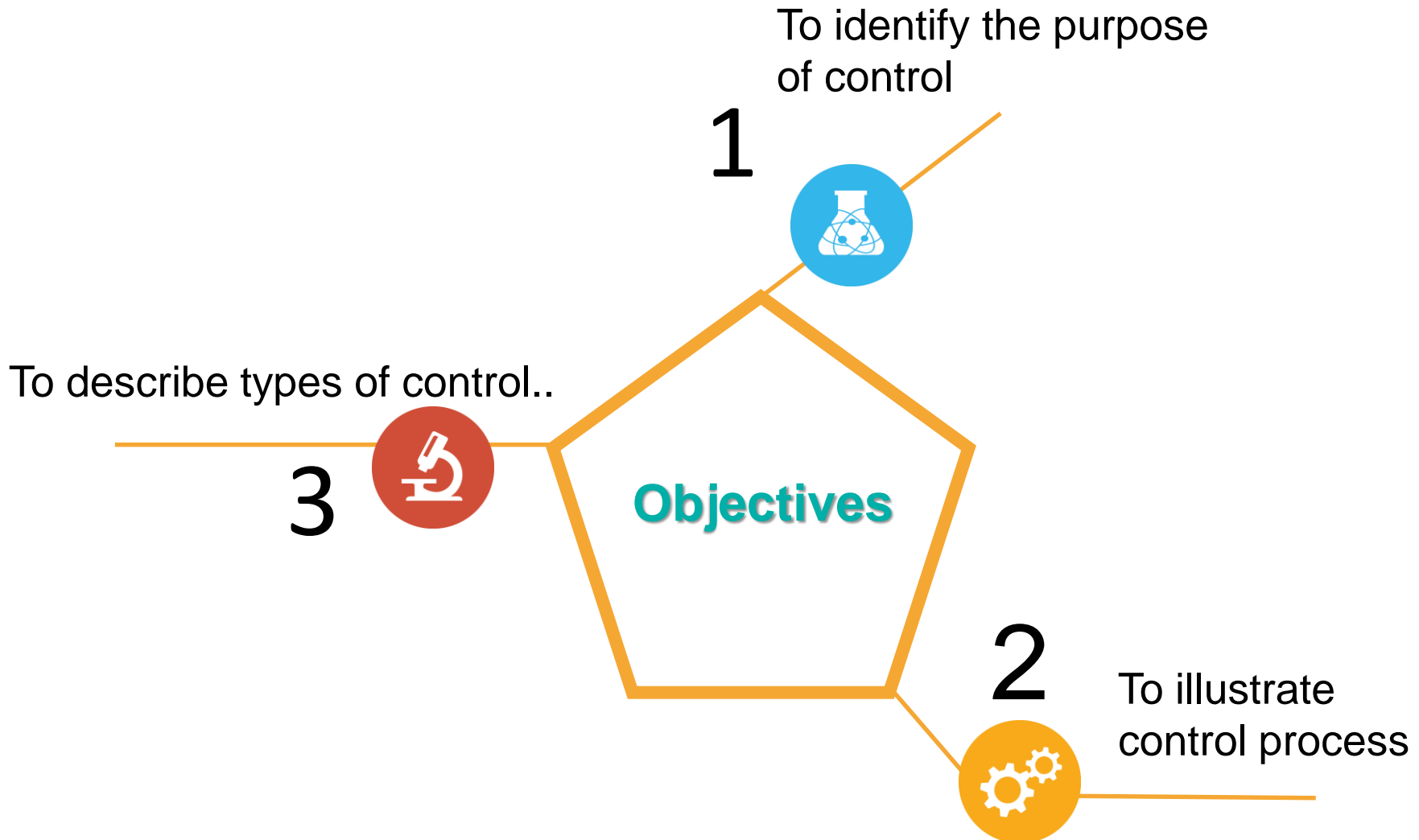
- i. Robbins, Stephen P., And Mary Coulter (2016). "Management, Global Edition" 13/E, Prentice Hall
- ii. Griffin, Ricky (2016). "Fundamental of Management" 8/E, South-Western
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Lesson Content

1. Purpose Of Control
2. Control Process
3. Types Of Control



LESSON OUTCOMES

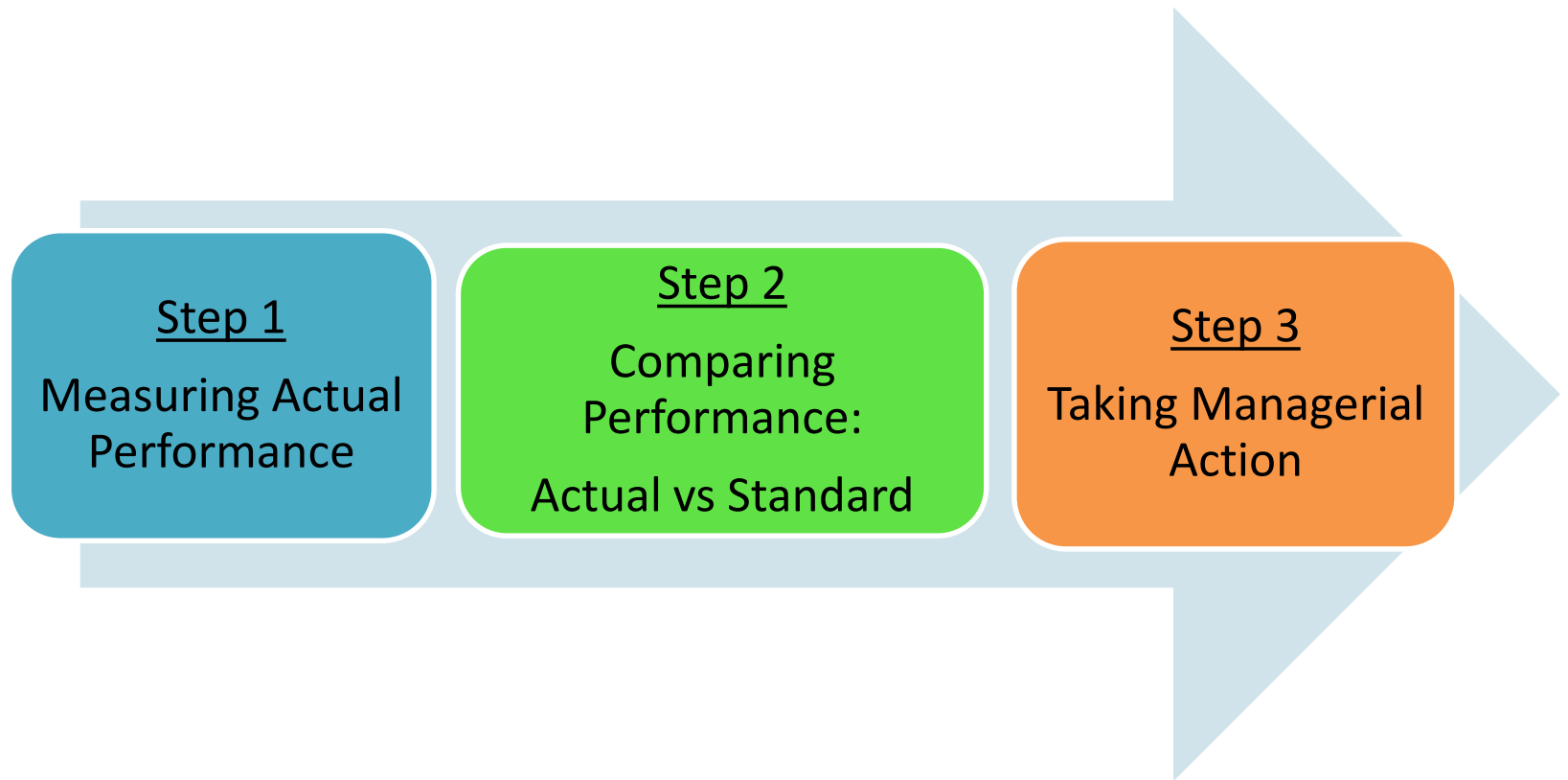


Purpose of Control



Control Process

The 3 steps in The Control process:



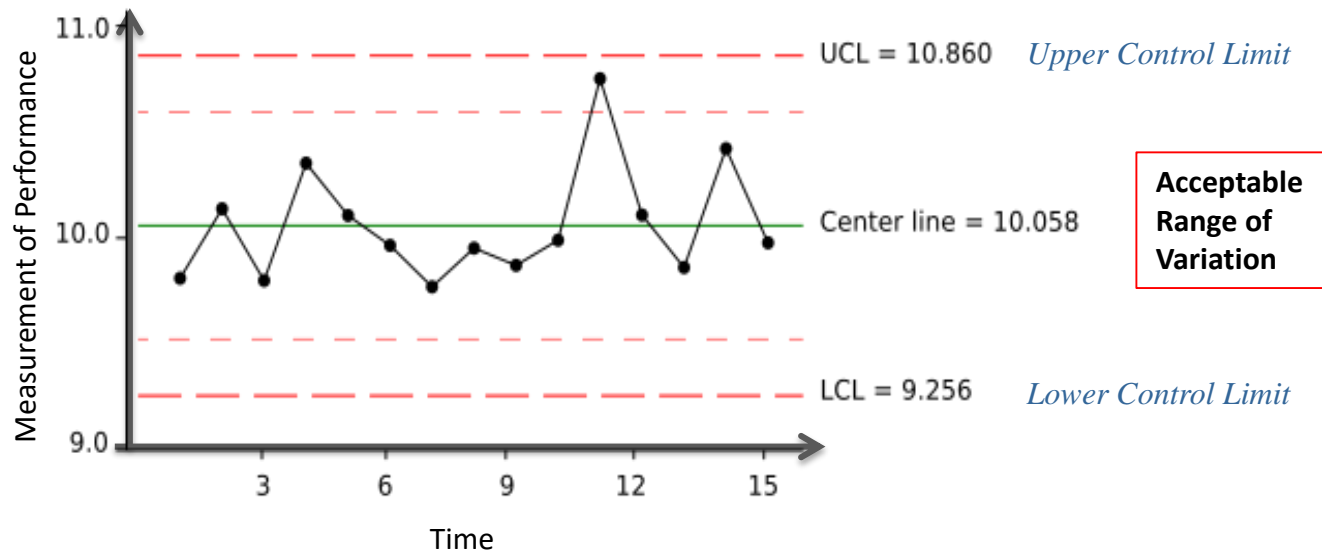
Step 1: Measuring Actual Performance

4 Approaches to measure performance



Step 2: Comparing Actual Performance versus Standard

- Determines the variation in performance.
- Performance: Actual against standard.
- This performance should be acceptable range of variation.



Step 3: Taking Managerial Action

Three possible course of managerial action can be taken by managers to correct the performance:

1. When the actual performance is within the acceptable range of variation; managers can DO NOTHING.
2. Immediate corrective action
 - Manager make corrective actions on instance soon as a problem is detected.
 - This enable to get the work back on track.
3. Basic corrective action
 - Corrective actions taken after an investigation on how performance swerved.
 - Manager should identify the cause of deviation to ensure the right course of action is taken to correct the performance.

Step 3: Taking Managerial Action

1. Do Nothing. Maintain the status quo

2. Immediate Corrective Actions

- Manager make corrective actions on instance soon as a problem is detected.
- This enable to get the work back on track.

3. Basic Corrective Action

- Corrective actions taken after an investigation on how performance swerved.
- Manager should identify the cause of deviation to ensure the right course of action is taken to correct the performance.

Types of Control

Feedforward Control

Before the work is done

To anticipate the problems

Concurrent Control

The work is in progress

To act on the problem as it happens

Feedback Control

After the work is done

To resolve a problem after it has occurred

Conclusion of Lesson

- Conclusion #1

Controlling function intent to ensure organization to adapt to environment changes, prevent from making mistakes, managing the firm complexity and intricacy and eliminate unnecessary costs.

- Conclusion #2

There is a three-step control process that start with measure of actual performance, compare the measures against standard, and taking managerial corrective actions when needed.

- Conclusion #3

The three steps in the control process are measuring performance, comparing the actual performance against standard and taking action top correct the performance