

## Accountability

The number people over whom one person has direct control.

## Authority

An employee's duty to undertake a task he or she has been given.

## Delegate

A company that has branches all over the world.

## Function

Are the methods used to relay information within the business. They can be formal or informal.

## Responsibility

The diagram that shows the organisation structure.

## Administration function

The path along which instructions are passed down from top management to workers.

## Chain of command

This function is responsible for ensuring that supplies of the correct materials of the right quality are available when required.

## Finance Function

This function is responsible for identifying, anticipating and satisfying customer requirements profitably.

## Human resources function

To pass on authority to make decisions.

## Span of control

This function deals with manufacturing processes. It ensures goods are on time and are of good quality.

## Lines of communication

This function is responsible for the flow of information and communication within the business. It provides a support service.

## Matrix structure

This function is responsible for controlling the flow of money both in and out of the business.

## Organisation chart

This function is responsible for the recruitment, selection and retention of the best staff for the business.

## Production function

The structure used when specialisms are important. Often used for one off projects such as bridge building.

## Specialisation

How the business is divided into departments so that everyone knows what their jobs are and who their bosses are.

**Marketing and sales function**

A power or right to perform a task or make a decision, passed to a person by delegation.

**Multinational**

Different departments of a business that specialise in different jobs e.g. marketing, finance.

**Organisation structure**

Is the duty of all staff to do the work to the best of their ability and report back on the results.

## Purchasing function

Is when a person or group concentrates on one specific job and becomes an expert in that area.