

Chapter - 1**Introduction To Strategic Management****Multiple Choice Questions**

1. Strategy is a game plan used for which of the following?

- (a) To take market position
- (b) To attract and satisfy customers
- (c) To respond to dynamic and hostile environment
- (d) All of the above

2. Which of the following is correct?

- (a) Strategy is always pragmatic and not flexible
- (b) Strategy is not always perfect, flawless and optimal
- (c) Strategy is always perfect, flawless and optimal
- (d) Strategy is always flexible but not pragmatic

3. Strategy is-

- (a) Proactive in action
- (b) Reactive in action
- (c) A blend of proactive and reactive actions
- (d) None of the above

4. Reactive strategy can also be termed as-

- (a) Planned strategy
- (b) Adaptive strategy
- (c) Sound strategy
- (d) Dynamic strategy

5. Formulation of strategies and their implementation in a strategic management process is undertaken by-
- (a) Top level executives
 - (b) Middle level executives
 - (c) Lower level executives
 - (d) All of the above
6. Which of the following are responsible for formulating and developing realistic and attainable strategies?
- (a) Corporate level and business level managers
 - (b) Corporate level and functional level managers
 - (c) Functional managers and business level managers
 - (d) Corporate level managers, business level managers and functional level managers
7. Which of the following managers' role is to translate the general statements/strategies into concrete strategies of their individual businesses-
- (a) Supervisor
 - (b) Functional Manager
 - (c) CEO of the company
 - (d) All of the above
8. Which statement should be created first and foremost?
- (a) Strategy
 - (b) Vision
 - (c) Objectives
 - (d) Mission
9. Strategic management enables an organization to ____, instead of companies just responding to threats in their business environment.
- (a) be proactive
 - (b) determine when the threat will subside
 - (c) avoid the threats
 - (d) defeat their competitors

10. Read the following three statements:

- (i) Strategies have short-range implications.
- (ii) Strategies are action oriented.
- (iii) Strategies are rigidly defined.

From the combinations given below select an alternative that represents statements that are true:

- (a) (i) and (ii)
- (b) (i) and (iii)
- (c) (ii) and (iii)
- (d) (i), (ii) and (iii)

11. What involves formulating, implementing, and evaluating cross-functional decisions that enable an organization to achieve its objectives?

- (a) Strategy formulation
- (b) Strategy evaluation
- (c) Strategy implementation
- (d) Strategy management

12. Strategic management allows an organization to be more

- (a) Authoritative
- (b) Participative
- (c) Commanding
- (d) Proactive

13. Ever Grand Group is a diversified company active in a wide range of business lines, including Financial Services, Fertilizers, Information Technology enabled Services (ITeS), FMCG and Real Estate. The Board of Directors understand the need of the hour and are determined to further develop the ITeS business, whereby they want better allocation of human resources and provision of industry-best customer services. To achieve the same, they have suggested implementation of specific business strategies but the managers are facing difficulties in allocating the responsibility for implementation of the business strategy amongst them. /ou being a management expert, indicate the appropriate persons responsible for translating general statements and business strategies pertaining to the

ITeS Strategic Business Unit (SBU) and ensure a smooth implantation.

- (a) Corporate level managers
- (b) Functional level managers
- (c) General level managers
- (d) Business level managers

14. Velvet Limited is a full-service airline. The company is making the following decisions:

- (i) Should a 'no-frills', 'low-fare' subsidiary be set-up?
- (ii) If it is set-up, how should the cabin staff be recruited?

Which of the above decisions will be taken by corporate level managers?

- (a) Only (i)
- (b) Only (ii)
- (c) (i) & (ii)
- (d) Neither (i) nor (ii)

16. Drishti Care is a not-for profit eye hospital and research centre. Which one of the following statements is likely to relate to Drishti Care's vision, rather than its mission statement?

- (a) Drishti Care places patient care before all else
- (b) Drishti Care will be the global leader in cutting edge eye surgery
- (c) Drishti Care offers the highest level of patient care throughout country
- (d) Drishti Care consultants strive to continually improve surgical techniques

17. An organisation during its strategy planning envisaged entire situation and created a strategy framework. But in mean time after implementation, it realised that its framework is not effective in certain unique unplanned situations. What could be the reason for such ineffectiveness?

- (a) Strategy is "partly proactive and Partly reactive"
- (b) Lack of analysis and proper planning
- (c) Strategy is highly reactive and highly proactive
- (d) Improper creation of strategic framework

18. The philosophical base of strategic management falls within the concept of-

- (a) Strategic Intent
- (b) Portfolio Analysis

(c) Globalisation

(d) Vision Statement

19. Meba Ltd. had a huge capacity of 40,000 Kilo Litres production of Kerosene Oil, and they were able to achieve 90% of it almost always, while the teams were also aware that they can achieve 100% capacity with very less efforts, but always kept margins. Further, the business team was planning to setup two more plants of 20,000 Kilo Litre capacity each in the next five years. This was a welcomed move from state governments as well. From the above, which of the following aspects of the objective has not been given much importance?

(a) They should be clear and quantifiable

(b) They should be concise

(c) They should be challenging

(d) They should provide standard for comparative appraisal

20. Members of Infinite Care, an NGO, have met and determined that they need to formulate a philosophical basis for their activities. Thereby they have come up with a statement: - "Provide children till age 12, living in homeless or low-income situations, with the essential items they need to thrive - at home, at school and at play" Identify the area of strategic intent, which the members have stated?

(a) Vision

(b) Business definition

(c) Goal and Objective

(d) Mission

21. The following is the message of a CEO to all his divisional heads: It is significant to understand the persisting need for developing new vistas of work, and that, of course, is preceded by the acute need for the ability to adapt the everchanging external world. We, at Krom Limited, have identified that embracing to digital technology is where our future lies, and we shall all pledge to make this transition a successful choice which will definitely entail a few organizational changes."

The underlying message of the CEO in your opinion is that of a:

(a) Business mission statement

(b) Business definition statement

(c) Strategic objective statement

(d) Strategic transformational leadership statement

22. Which of the following statements is true?

- (a) Business policy is for small companies and strategy is for big companies.
- (b) Policy is a subset of strategy
- (c) Policy is made by corporate managers and strategy is made by business level managers
- (d) Policy talks about what do, and strategy talks about how to do.

23. In which phase of strategic management are annual objectives especially important?

- (a) Formulation
- (b) Control
- (c) Evaluation
- (d) Implementation

24. Specific results an organisation seeks to achieve in pursuing its basic mission are:

- (a) Strategies
- (b) Rules
- (c) Objectives
- (d) Policies

25. During what stage of strategic management are a firm's specific internal strengths and weaknesses determined?

- (a) Formulation
- (b) Implementation
- (c) Evaluation
- (d) Feedback

26. Which of these basic questions should a vision statement answer?

- (a) What is business of firm's?
- (b) Who are competitors?
- (c) Where we are to go?
- (d) What are organisational capabilities?

27. What are the means by which long term objectives will be achieved?

- (a) Policies
- (b) Opportunities
- (c) Vision

(d) Strategies

28. What is the first step in the comprehensive strategic-management model?

- (a) Developing vision and mission statements
- (b) Performing external audits
- (c) Measuring and evaluating performance
- (d) Establishing long-term objectives

29. Developing vision and mission, identifying an organisation's external opportunities and threats, and determining internal strengths and weaknesses are:

- (a) SBU planning
- (b) Strategy formulation
- (c) Strategy implementation
- (d) Business process reengineering

30. Questions such as "What is our business?" and "who are our customers?" are required to be answered in company's:

- (a) Objectives
- (b) Plan
- (c) Policy document
- (d) Mission statement

ANSWER KEY

1	(d)	2	(b)	3	(c)	4	(b)	5	(d)
6	(d)	7	(b)	8	(b)	9	(a)	10	(a)
11	(d)	12	(d)	13	(b)	14	(a)	15	(b)
16	(a)	17	(a)	18	(c)	19	(d)	20	(b)
21	(d)	22	(b)	23	(a)	24	(a)	25	(c)
26	(d)	27	(b)	28	(d)	29	(d)	30	(c)

Chapter 2

Strategic Analysis External Environment

Multiple Choice Questions

1. KSFs stand for:
 - (a) Key strategic factors
 - (b) Key supervisory factors
 - (c) Key success factors
 - (d) Key sufficient factors

2. Competitive landscape requires the application of-
 - (a) Competitive advantage
 - (b) Competitive strategy
 - (c) Competitive acumen
 - (d) Competitive intelligence

3. The term PESTLE analysis is used to describe a framework for analyzing:
 - (a) Macro Environment
 - (b) Micro Environment
 - (c) Both Macro and Micro Environment
 - (d) None of above

4. 'Attractiveness of firms' while conducting industry analysis should be seen in-
 - (a) Relative terms
 - (b) Absolute terms
 - (c) Comparative terms
 - (d) All of the above

5. What is not one of Michael Porter's five competitive forces?
 - (a) New entrants
 - (b) Rivalry among existing firms
 - (c) Bargaining power of unions
 - (d) Bargaining power of suppliers

6. Which of the following constitute Demographic Environment?

- (a) Nature of economy i.e. capitalism, socialism, Mixed
- (b) Size, composition, distribution of population, sex ratio
- (c) Foreign trade policy of Government
- (d) Economic policy i.e. fiscal and monetary policy of Government

7. All are elements of Macro environment except:

- (a) Society
- (b) Government
- (c) Competitors
- (d) Technology

8. The emphasis on product design is very high, the intensity of competition is low, and the market growth rate is low in the _ stage of the industry life cycle.

- (a) Maturity
- (b) Introduction
- (c) Growth
- (d) Decline

9. ABC Ltd. has identified that all three of its main products are at the maturity phase of the product life cycle. Which of the following is ABC Ltd. likely to be experiencing due to this?

- (a) High, but declining sales
- (b) Growing numbers of competitors
- (c) Product diversification and differentiation strategies
- (d) Adoption of price skimming strategies

10 During which stage of the Product Life Cycle will marketing strategies need to concentrate on differentiating a product from competing products, building brand loyalty and offering incentives to attract competitor's customers to switch?

- (a) Decline
- (b) Growth
- (c) Maturity
- (d) Introduction

11. Training Co. operates a network of accounting training centres throughout Europe, the US and Australia. The business intends to enter developing markets in order to drive growth and has now decided to enter India which is 7,500 kilometres from the Training Co.'s UK headquarters. The Board has suggested that it will require externally focused management information to move into India. Which of the following is an external factor(s) that the Board should consider while implementing its strategy?

- (a) Key local rivals and their strengths and weaknesses
- (b) Courses are suitable for this market
- (c) Timing of the courses (Public holidays, religious festivals, etc to be avoided)
- (d) All of the above

12. Nicole has inherited a restaurant from her uncle. The restaurant had been under-performing and was closed six months ago. Nicole wants to begin a new restaurant in the premises with a new name and new cuisine.

The following are primary activities of the value chain that Nicole should consider except:

- (a) In bound logistics: side of local, high quality produce for ingredients
- (b) Outbound logistics: consider delivery of the bound to table
- (c) Marketing: Presentation of meals
- (d) Technology: Advanced cooking equipment

13. A newspaper is planning for the next five years. Which of the following demographic influence(s) should it consider as part of its external environment analysis?

- (I) Tax on newspapers
 - (II) Import of raw materials will suffer if domestic currency weakens
 - (II) Increased mobility around the world requires different language version
 - (IV) Carbon emissions from the use and products of paper - newspaper
- (a) (iii) & (iv)
 - (b) Only (iii)
 - (c) Only (iv)
 - (d) (ii), (iii), (iv)

14. Mart super market is planning for the next five years. Which of the following economic influences should it consider?

- (I) Unemployment rate
- (II) Internet ordering
- (III) Animal welfare
- (IV) Consumer legislation
- (V) Population size
- (VI) Interest rates

- (a) (i) & (vi)
- (b) (i), (iv) & (vi)
- (c) (iv) & (vi)
- (d) (i), (iii), (iv), (vi)

15. The emphasis on product design is very high, the intensity of competition is low, and the market growth rate is low in the __stage of the industry life cycle.

- (a) Maturity
- (b) Introduction
- (c) Growth
- (d) Decline

16. X-Olympus is a gaming software company specializing in developing games for Z Box and GameStation-4. The company is facing stiff competition due to saturation of market and price wars, which h excessively favor and highlight their dependence on gaming console manufacturers. Thereby, the company desires to establish a competitive advantage over industry rivals by enhancing the gaming experience by expanding into Edge-Cloud Gaming Service on a monthly subscription basis. This service offering does not require dedicated gaming consoles yet provide customers game streaming in 4K resolution with an ample range of games to select from. This move is expected to insulate X-Olympus from price wars and provide a competitive advantage. Kindly identify which of the Michael Porter's forces and generic strategies perfectly suits X- Olympus?

- (a) Threat of new entrants, Focus strategy
- (b) Rivalry amongst existing players, Differentiation strategy
- (c) Bargaining power of suppliers, Focus strategy
- (d) Threat from substitutes, Cost leadership strategy

17. The directors of Blaina Packaging Co. (BPC), a well-established manufacturer of cardboard boxes is considering whether to enter the cardboard tube market. Cardboard tubes are purchased by customers and these products are of various sizes, ranging from large tubes which are used for carpets to small tubes which are used for films and paper. Another company, Plastic tubes Co. (PTC), produces narrow, but increasing, range of plastic tubes which are capable of housing small products such as film and paper-based products. This is considered as which of the following Porter's force for BPC?

- (a) Threat of new entrant
- (b) Threat of substitutes
- (c) Bargaining power of customers
- (d) Bargaining power of suppliers

18. Which of the following is not Michael Porter's five competitive forces?

- (a) New entrants
- (b) Rivalry among existing firms
- (c) Bargaining power of unions
- (d) Bargaining power of suppliers

19. Suppliers can command bargaining power over a firm when:

1. The products are crucial to the buyer
2. Large number of substitutes are available
3. Suppliers erect high switching costs
4. Suppliers are more concentrated than their buyers. All above explain the reasons except:

- (a) (1)
- (b) (2)
- (c) (3)
- (d) (4)

ANSWER KEY

1	(c)	2	(d)	3	(a)	4	(a)	5	(c)
6	(b)	7	(c)	8	(b)	9	(c)	10	(c)
11	(d)	12	(d)	13	(b)	14	(a)	15	(b)
16	(b)	17	(b)	18	(c)	19	(b)		

Chapter 3

Strategic Analysis Internal Environment

Multiple Choice Questions

1. The goal of SWOT analysis is to ___ the organization's opportunities and strengths while ___ its threats and ___ its weaknesses.
 - (a) avoid; neutralizing; correcting
 - (b) exploit; neutralizing; correcting
 - (c) avoid; capitalizing; neutralizing
 - (d) exploit; avoiding; ignoring
2. SWOT analysis is an evaluation of the organization's ___ weaknesses and its ___ opportunities and threats.
 - (a) external; internal
 - (b) internal; internal
 - (c) external; external
 - (d) internal; external
3. External opportunities and threats are usually:
 - (a) the minor cause of organizational demise or success
 - (b) least important for CEOs and the board of directors
 - (c) not as important as internal strengths and weaknesses
 - (d) largely uncontrollable activities outside the organization
4. The sustainability of competitive advantage and a firm's ability to earn profits from its competitive advantage depends upon:
 - (a) Durability, reliability, transferability, approximately
 - (b) Appropriability, durability, transferability, imitability
 - (c) Transferability, imitability, reliability, approximately
 - (d) Imitability, durability, reliability, appropriability
5. Internal ___ are activities in an organization that are performed especially well.
 - (a) Opportunities
 - (b) Competencies
 - (c) Strengths
 - (d) Management

6. 'Strategic group mapping' helps in-

- (a) Identifying the strongest rival companies
- (b) Identifying weakest rival companies
- (c) Identifying weakest and strongest rival companies
- (d) None of the above

7. In Michael Porter's generic strategy _____ emphasizes producing standardized products at a very low per unit-cost for consumers who are price sensitive.

- (a) Cheap leadership
- (b) Inferior product leadership
- (c) Cost leadership
- (d) Cost benefit

8. Differentiation Strategy can be achieved by following measures:

1. Match products with tastes and preferences of customers.
2. Elevate the performance of the product.
3. Rapid product innovation

Which of the above is true:

- (a) (1) and (2)
- (b) (1) and (3)
- (c) (2) and (3)
- (d) (1), (2) and (3)

9. What are the three different bases given by Michael Porter's Generic Strategies to gain competitive advantage?

- (a) differentiation, integration and compensation
- (b) integration, focus and differentiation
- (c) compensation, integration and focus
- (d) cost leadership, differentiation and focus

10. A firm successfully implementing a differentiation strategy would expect:

- (a) Customers to be sensitive to price increases.
- (b) To charge premium prices.
- (c) Customers to perceive the product as standard.
- (d) To automatically have high levels of power over suppliers.

11. ABC is a marketing consultancy business. ABC's most recent corporate analysis has identified that three new businesses have recently entered its market and started aggressively targeting ABC's key client. As part of ABC's corporate analysis, these three new businesses would be a

- (a) Strength
- (b) Opportunity
- (c) Weakness
- (d) Threat

12. NS is the market leader in sportswear in Beeland, selling a variety of sportswear products. The board has recently instituted a review of the competitive position of NS by commissioning a SWOT analysis.

Match the columns in respect of the following elements of SWOT analysis:

Column A	Column B
1. Excellent brand awareness of NS	(i) Strength
2. New product to be introduced by NS in the market for new sport at the world championship	(ii) Weakness
3. Child labour scandal in the sportswear industry which may cause a negative impact on the image of NS due to growth of social media	(iii) Opportunities
4. Loss of key brand ambassador of NS	(iv) Threats

- (a) (1)-(iii), (2)-(i), (3)-(ii), (4)-(iv)
- (b) (1)-(i), (2)-(ii), (3)-(iii), (4)-(iv)
- (c) (1)-(i), (2)-(iii), (3)-(iv), (4)-(ii)
- (d) (1)-(i), (2)-(iii), (3)-(ii), (4)-(iv)

13. An advertising company has 12 staff - 4 of whom are joint owners. It has a strong client base across many industries such as healthcare, training, publishing and sports. However, it has never taken working capital management and the financial side of the business seriously even to the extent that it can never be sure that the clients are billed properly. It now has a chance to bid for a new large, national contract from a major company.

Match the columns in respect of the following elements of SWOT analysis:

Column A	Column B
1. Tender for a major contract	a. Strength
2. Rival companies in the industry trying to pitch for and recruit the key staff	b. Weakness
3. Well diversified client portfolio	c. Opportunities
4. High level of receivables	d. Threats

(a) 1-a,2-b,3-c,4-d

(b) 1-c,2-d,3-a,4-b

(c) 1-c,2-b,3-a,4-b

(d) 1-a,2-d,3-c,4-b

14. We have heard countless, heart breaking stories from companies that are facing immense pressure on their cash flow due to the economic crisis brought on by the COVID-19 pandemic. To adapt to the changing environment, companies should undertake SWOT analysis. Which of the following is a "Threat" affecting the companies?

(a) Customer are likely to cut back on discretion any expenditure and may move to lower cost rivals

(b) Loss of key staff

(c) Tender for new client

(d) Both a & b

15. Match the core competencies for the following industry:

1. Automobile Industry	a. Styling, efficient dealer network performance
2. Food Processing Industry	b. Reputation, innovative new policies
3. Life Insurance Industry	c. Right mix available in each store, pricing
4. Super Market Industry	d. Health Aspects, New Product development, good distribution channel

(a) 1-A, 2-D, 3-B, 4-C

(b) 1-D, 2-A, 3-C, 4-B

(c) 1-A, 2-B, 3-C, 4-D

(d) 1-B, 2-C, 3-D, 4-A

16. AB is a supermarket chain operating in North India. Currently, AB is seeking to enhance its shareholder value as its main objective.

Therefore, the SWOT analysis can be used to identify how the business can build on its strengths and take corrective action for its weakness.

Match the columns in respect of the following elements of SWOT analysis:

1. Well established in the North	(A) Strength
2. Not much opportunity for further Organic growth in the North	(B) Weakness
3. Reduction in competitiveness as well as losing market share due to recent merge of two rivals	(C) Opportunities
4. Possibility of increasing the use of debt, in turn resulting in lower costs as debt is cheaper than equity	(D) Threats

(a) (i) - A, (ii) - B, (iii) - D, (iv) - C

(b) (i) - C, (ii) - D, (iii) - A, (iv) - B

(c) (i) - A, (ii) - C (iii), - B (iv), - D

(d) (i) - C, (ii) - D, (iii) - B (iv), - A

17. Adolf Play Sportswear sells a variety of sportswear under its own well-known brand name. In order to have detailed strategies for the company's objectives, which of the following cannot be considered as a "Strength" as per SWOT analysis?

(a) High market share

(b) Excellent brand awareness

(c) Strong revenue growth (compared to industry average of 10%)

(d) Possibility of new product to be introduced in the market for new sport at the world Championship

18. A good business strategy is formulated based on an organisations'

(a) Weaknesses and Strengths

(b) Opportunities and Threats

(c) Both (a) and (b)

(d) Top Management's decisions

19. 'Competitor's Differentiation', 'Customer Value' and 'Application of Competitiveness' are the three important areas of:
- (a) Value chain analysis
 - (b) Business process re-engineering
 - (c) Competitor analysis
 - (d) Core competencies
20. Anything that a firm does especially well compared to rival firms is referred to as
- (a) Competitive advantage
 - (b) Comparative advantage
 - (c) Opportunity cost
 - (d) Sustainable advantage
21. Marketing and sales of Hindustan Unilever Limited and Low operating cost by Walmart are examples of what?
- (a) Competitive Advantage
 - (b) Core Competency
 - (c) Strategic Planning
 - (d) Key Performance Indicators (KPIs)
22. Sanjivni Pharmaceuticals Limited manufactures a cough syrup Zenus. It has modified Zenus syrup, claiming that the Zenus cough syrup is sugar-free, and the consumer will not feel drowsiness after consuming this cough syrup. Consumers found this product as unique. The sales of Zenus cough syrup have increased as expected. The price of this sugar-free syrup is higher by 20% than the earlier syrup. Identify the strategy adopted by Sanjivni Pharmaceuticals Limited.
- (a) Focus strategy
 - (b) Best cost provider strategy
 - (c) Differentiation strategy
 - (d) Cost leadership strategy
23. Trekking Poles is a small company based in the Himalayan ranges in India. It is known in the region for its hill walking sticks. Trekking Poles sell specialist walking equipment in their small shop at the foot of the mountains. They do not have a website yet have been able to sell their products at premium prices. Which of the following one of Porter's generic strategies best fits Trekking Poles?

- (a) Cost leadership
- (b) Differentiation
- (c) Focused cost leadership
- (d) Focused differentiation

24. Perscopter, a manufacturer of private helicopter offers unique features that fulfill the demands of a narrow market. It competes in market based on its uniqueness and custom-oriented private helicopters. Perscopter provides limited number of high-end helicopters with ultimate features. Which business strategy is being followed by Perscopter?

- (a) Differentiation
- (b) Focused cost leadership
- (c) Cost leadership
- (d) Focused differentiation

25. In Michael Porter's generic strategy ____ emphasizes on producing standardized products at a very low per unit-cost for consumers who are price sensitive.

- (a) Cheap leadership
- (b) Inferior product leadership
- (c) Cost leadership
- (d) All the above

26. Best-cost provider strategy involves providing customers more value for the money by emphasizing on:

- (a) Low cost and low quality difference
- (b) Low cost and better quality difference
- (c) High cost and low quality difference
- (d) High cost and better quality difference

27. The Niche strategy is the best way to enter a:

- (a) New market
- (b) Growing market
- (c) Matured market
- (d) None of the above

28. A famous restaurant enjoys full occupancy during the lunch and dinner time for last few months. In fact, many customers go back as they have to wait for their turn. Between 15:00 hours to 18:00 hours, the occupancy rate is near to nil. To raise the footfalls of customers during this lean time, the owner offers a discount of 20% on total bill if a customer comes in these 3 hours. Which type of marketing strategy does the restaurant follow to attract the customers in the lean period?

- (a) Differential Marketing
- (b) Synchro-marketing
- (c) Place Marketing
- (d) Concentrated Marketing

29. D Mart sells fast moving consumer goods at wholesale prices to retail customers, is a strategy of?

- (a) Market Penetration
- (b) Cost Differentiation
- (c) Cost Leadership
- (d) Market Development

30. The process of creating, maintaining, and enhancing strong, value- laden relationships with customers and other stakeholder is:

- (a) Social marketing
- (b) Augmented marketing
- (c) Direct marketing
- (d) Relationship marketing

31. The marketing strategy which is used to reduce or shift the demand is:

- (a) Enlightened marketing
- (b) Synchro-marketing
- (c) Place marketing
- (d) Demarketing

ANSWER KEY

1	(b)	2	(d)	3	(d)	4	(b)	5	(c)
6	(c)	7	(c)	8	(d)	9	(d)	10	(b)
11	(d)	12	(c)	13	(b)	14	(d)	15	(a)
16	(a)	17	(d)	18	(c)	19	(d)	20	(a)
21	(b)	22	(c)	23	(d)	24	(c)	25	(d)
26	(b)	27	(c)	28	(b)	29	(b)	30	(d)
31	(d)								

Chapter 4 Strategic Choice

Multiple Choice Questions

1. Which strategy is implemented after the failure of turnaround strategy?
 - (a) Expansion strategy
 - (b) Diversification strategy
 - (c) Divestment strategy
 - (d) Growth strategy

2. Retrenchment strategy in the organization can be explained as
 - (a) Reducing trenches (gaps) created between individuals.
 - (b) Divesting a major product line or market.
 - (c) Removal of employees from job through the process of reorganization.
 - (d) Removal of employees from job in one business to relocate them in other business.

3. An organisation diversifies in backward sequence in the product chain and enters specific product/process to be used in existing products. It is:
 - (a) Forward diversification.
 - (b) Vertical diversification.
 - (c) Horizontal diversification.
 - (d) Reactive diversification.

4. Corporate strategy includes:
 - (i) expansion and growth, diversification, takeovers and mergers
 - (ii) Vertical and horizontal integration, new investment and divestment areas
 - (iii) determination of the business lines(iv) From the combinations given below select a correct alternative:
 - (a) (i), and (ii)
 - (b) (i) and (iii)
 - (c) (ii) and (iii)
 - (d) (i) (ii) and (iii)

5. Vertical integration may be beneficial when

- (a) Lower transaction costs and improved coordination are vital and achievable through vertical integration.
- (b) Flexibility is reduced, providing a more stationary position in the competitive environment.
- (c) Various segregated specializations will be combined.
- (d) The minimum efficient scales of two corporations are different.

6. Stability strategy is a strategy.

- (a) SBU level
- (b) Corporate level
- (c) Business level
- (d) Functional level

7. Conglomerate diversification is another name for which of the following?

- (a) Related diversification
- (b) Unrelated diversification
- (c) Portfolio diversification
- (d) Acquisition diversification

8. Diversification primarily helps to:

- (a) Reduce competition
- (b) Reduce risk
- (c) Reduce taxes
- (d) Reduce costs

9. If suppliers are unreliable or too costly, which of these strategies may be appropriate?

- (a) Horizontal integration
- (b) Backward integration
- (c) Market penetration
- (d) Forward integration

10. A beverage company has more than 500 soft drink brands, but none of them is anywhere close to its premium brand One Sip in awareness, revenue and profits. As per BCG's Matrix, One Sip brand for the beverage company is?

- (a) Star
- (b) Dog
- (c) Cash cow
- (d) Question mark

11. Baba Pvt. Ltd has seventeen factories, nine of which they recently gave to other producers on lease. This has increased their cash inflows to a great extent, and they are enjoying this surplus by investing the same in financial assets. Such a strategy can be termed as which of the following?

- (a) Divest
- (b) Harvest
- (c) Hold
- (d) Build

12. In context to BCG matrix, which of the following statements is not correct?

- (a) The BCG assumes that all products will grow and mature
- (b) The BCG can be used to examine a company's current product portfolio
- (c) A company with only cash cows and dogs has limited long-term prospects
- (d) All of the above

13. Catalyst Polymers, a textile producing firm, has witnessed unprecedented sales growth in the last few years due to favorable market conditions abroad. As a result, the company diversified its activities to Chemical Manufacturing, Steel Forging and Metal Dye Manufacturing. The investment in steel forging in particular has not been successful due to strict environmental laws enacted by the Government. The said strategic business unit (SBU) though generates enough cash to sustain but does not have much future and sometimes requires cash for survival. Consequently, the management has engaged an expert in the field to help them classify the SBUs. Employing the Boston Consulting Group (BCG) Growth-Share Matrix, the expert advised the company to disinvest or liquidate Steel Forging SBU. Classify the Steel Forging SBU into the most appropriate matrix.

- (a) Star
- (b) Cash cow
- (c) Question mark
- (d) Dog

14. Spark Pvt. Ltd., an automobile seat manufacturing company has been witnessing superior growth compared to its competitors due to management's greater emphasis on quality of production. In the previous Board Meeting, the management has decided to expand the existing business. The CEO will be travelling to south-east Asia and Africa for identifying new geographical places and new product dimensions and will try to establish new distribution channels to attract new customers abroad. Based on the Igor Ansoff's product market growth matrix, identify which of the growth strategy the company is employing in the current case.

- (a) Market penetration
- (b) Product development
- (c) Market development
- (d) Diversification

15. The Specialist Clothing Company (SCC) is a manufacturer of a wide range of clothing. Fashion is one of the five divisions of SCC. Fashion is operating in a market with high growth and is a market leader. By the next year, it is predicted to have 10% of the market share in a growing market. Fashion should be classified as which of the following according to the BCG matrix.

- (a) Star
- (b) Dog
- (c) Cash cow
- (d) Question mark

16. Freshy Drinks provides fruit juices to a number of super market chains that sell them under their own label. Its marketing manager explains, 'We' have got a large number of products. Our freshly squeezed orange juice is doing fine (high market share). The market for orange juice appears to be matured (low growth). We've got advanced production and bottling equipment and long-term contracts with some of major growers. Which position best fits the "orange juice product" as per BCG matrix?

- (a) Cash cow
- (b) Question mark
- (c) Star
- (d) Dog

17. T Ltd. is a Delhi based super market, which has grown from a position where 30 years ago it had a revenue of around ` 50 crores p.a. to a position today where revenue exceeds ` 5000 crores p.a. and profit exceed ` 1000 crores p.a. It has achieved this growth through a combination of strategies many of which can be plotted on to the Ansoff matrix?

	Existing products	New products
Existing markets	A	C
New markets	B	D

(i) Expansion into clothing and electrical sales

(ii) 24-hour opening

(iii) Selling its products on internet

(iv) Overseas expansion

(a) A-(ii) D-(ii) B-(iii) C-(iv)

(b) B-(i) C-(ii) A-(iii) D-(iv)

(c) C-(i), A-(ii) D-(iii) B-(iv)

(d) D-(i) B-(ii) C-(iii) A-(iv)

18. GE Nine-cell matrix is based on:

(a) Market attractiveness and business strength

(b) Market growth rate and business strength

(c) Market attractiveness and relative market share

(d) Market growth rate and relative market share

19. Strategic group mapping is a tool to:-

(a) Identify the strongest competitor

(b) Identify weakest and strongest competitors

(c) Identify new entrants

(d) Identify the weakest competitors

20. A Ltd. has recently decided to install a new IT system to improve the efficiency of its payroll function. A Ltd. believes this will reduce the cost of running the payroll system by 20%. Which one of the following levels of strategy is the above IT system most closely linked to?

(a) Corporate level

(b) Functional level

(c) Business level

(d) Strategic level

21. Dee Limited is an international clothing retailer. The company is making the following decisions:

- (i) Should another range of shops be established?
- (ii) Should the company float more share capital?
- (iii) How will the premises be fitted out for the new range of shops?

Which of the above decisions will be taken by corporate level managers?

- (a) Only (i)
- (b) Only (ii)
- (c) (i) & (ii)
- (d) (ii) & (iii)

22. General public is discerning from buying air conditioning units based on the Health Ministry guidelines regarding emergence of a contagious viral pandemic. Consequently, Nebula Pvt Ltd, a manufacturer of evaporation coils used in air conditioning units has faced significant loss in working capital due to sharp fall in demand. The company conducted financial assessment and developed a workable action plan based on short and long term financial needs. But for immediate needs, an emergency plan has been implemented. It includes selling scrap, asset liquidation and overheads cost reduction. Further, to avoid any such untoward event in future, they plan to diversify into newer business areas along with its core business.

Identify the strategy opted by M/s. Nebula Pvt Ltd?

- (a) Retrenchment strategy
- (b) Liquidation strategy
- (c) Turnaround strategy
- (d) Divestment strategy

23. Stylish Fabric Ltd., a clothes manufacturer is buying up a chain of retail outlets to differentiate its clothes from those of its competitors through branding. This gives an opportunity for higher margins. Stylish Fabric Ltd. will also be able to produce clothes as the shop demands them (JIT) leading to reductions in inventory levels. Which strategy has Stylish Fabric Ltd. adopted?

- (a) Backward integration
- (b) Forward integration
- (c) Conglomerate diversification
- (d) Horizontal integrated diversification

24. Beta Company, a car manufacturer is buying up a supplier so that it gets a dedicated supplier with both guaranteed quality and price. The material could be manufactured when required by Beta Company leading to lower inventory levels.

Which strategy has Beta Company adopted?

- (a) Backward integration
- (b) Forward integration
- (c) Conglomerate diversification
- (d) Horizontal integrated diversification

25. An advertisement says, 'Have Roohafza with milk and lassi too'. Which strategy is the company trying to use:

- (a) Market development
- (b) Product development
- (c) Market penetration
- (d) All of the above

26. Acquisition of IT Company by a steel manufacturer is:

- (a) Business level strategy
- (b) Corporate strategy
- (c) Business decision
- (d) Functional diversification

27. Select the correct statement:

- (a) In general, corporate level decisions are costly to take, involve high risk and have large profit potential.
- (b) In general, corporate level decisions are costly to take, involve low risk and have large profit potential.
- (c) In general, corporate level decisions are costly to take, involve high risk and have low profit potential.
- (d) In general, corporate level decisions are cheaper to take, involve low risk and have large profit Potential.

28. When two organisations combine to increase their strength and financial gains along with reducing competition is called _.
- (a) Hostile takeover
(b) Liquidation
(c) Merger
(d) Acquisition
29. The reasons for acquisition are:
- (a) Increased market power
(b) Increased diversification
(c) Seizing growth opportunities
(d) All of the these
30. If suppliers are unreliable or too costly, which of these strategies may be appropriate?
- (a) Horizontal integration
(b) Backward integration
(c) Market penetration
(d) Forward integration
31. A rubber manufacturer starts making shoe soles and gum can be termed as?
- (a) Conglomerate Diversification
(b) Concentric Diversification
(c) Horizontal Integration
(d) Vertical Integration

ANSWER KEY

1	(c)	2	(b)	3	(b)	4	(d)	5	(a)
6	(b)	7	(b)	8	(b)	9	(b)	10	(c)
11	(b)	12	(a)	13	(d)	14	(c)	15	(a)
16	(a)	17	(c)	18	(a)	19	(b)	20	(b)
21	(c)	22	(c)	23	(b)	24	(a)	25	(c)
26	(b)	27	(a)	28	(c)	29	(d)	30	(b)
31	(d)								

Chapter 5

Strategic Implementation and Evaluation

Multiple Choice Questions

1. ____ leadership style may be appropriate in turbulent environment.
 - (a) Transactional
 - (b) Transformational
 - (c) Autocratic
 - (d) None of these

2. An organizational structure with constricted middle level is:
 - (a) Divisional structure
 - (b) Network structure
 - (c) Hour Glass structure
 - (d) Matrix structure

3. /ou are the head of operations of a company. When you focus on total or aggregate management functions in the sense of embracing the integrated activities of a complete department et al, you are practicing:-
 - (a) Strategic Control
 - (b) Management control
 - (c) Administrative Control
 - (d) Operations Control

4. Which of the following would be chosen by the core strategist to implement operational control: -
 - (a) Premise Control
 - (b) Special Alert Control
 - (c) Implementation Control
 - (d) Budgetary Control

5. Compliance, Identification and Internalization are the three processes involved in:
 - (a) Refreezing
 - (b) Defreezing
 - (c) Changing behavior patterns
 - (d) Breaking down old attitudes

6. Which one is NOT a type of strategic control?

- (a) Operational control
- (b) Strategic surveillance
- (c) Special alert control
- (d) Premise control

7. Strategic Planning is the responsibility of:-

- (a) Corporate level managers
- (b) Operational managers
- (c) Functional managers
- (d) Business level managers

8. Davis and Lawrence have proposed three distinct phases for development of matrix structure. These phases are (1) Cross-functional task forces (2) Product/brand management and (3) ___.

- (a) Market/external management
- (b) Functional matrix
- (c) Mature matrix
- (d) Internal management

9. Delta is an organisation specializing in Information Technology enabled Services (ITeS) and Communications business. Last year, the organisation had successfully integrated an Artificial Intelligence (AI) tool named 'Zeus' into the existing ERP system. The AI tool, using Deep Learning technique provided a digital leap transformation in various business processes and operations. It has significantly diminished the role played by specialist managers of the middle management. This technological tool in addition to saving organisational costs by replacing many tasks of the middle management has also served as a link between top and bottom levels in the organisation and assists in quick decision making. The skewed middle level managers now perform cross-functional duties. Which type of organisational structure is the company transitioning into?

- (a) Strategic business unit structure
- (b) Matrix structure
- (c) Network structure
- (d) Hourglass structure

10. Abhishek a freelancer writes promotional materials. He decided to collaborate without requiring physical presence of employee, and hired virtual assistants to transcribe voice mail, update his website, and design PowerPoint graphics. What kind of structure is he using for his business?
- (a) Functional structure
 - (b) Divisional structure
 - (c) Network structure
 - (d) Multi-divisional structure
11. ____ leadership style may be appropriate in turbulent environment.
- (a) Transactional
 - (b) Transformational
 - (c) Autocratic
 - (d) None of these
12. A strategic business unit is a grouping of businesses.
- (a) unrelated
 - (b) differentiated
 - (c) related
 - (d) None of these
13. In strategic management, there are two main styles of leadership. These are transformational and:
- (a) Transparent
 - (b) Transitional
 - (c) Translational
 - (d) Transactional
14. Select a distinguishing feature between divisional and functional structure?
- (a) Both functional departments and divisional process departments are accountable for profits or revenues.
 - (b) Functional departments are not accountable for profits or revenues, whereas divisional process departments are evaluated on these criteria.
 - (c) None of functional departments and divisional process departments are accountable for profits or revenues.
 - (d) Both the structures are same

15. Which of the following situation will most likely suit a transformational leader?

- (a) An organization that is in trouble
- (b) A growing organization
- (c) An organization in a stable environment
- (d) An organization at maturity stage of product life cycle

16. Corporate culture refers to:

- (a) Company's values and beliefs
- (b) Company's business principles
- (c) Internal work environment
- (d) All the above

17. A corporation organized in network structure is often called

- (a) Virtual organization
- (b) Hierarchical organization
- (c) Structured organization
- (d) Simple organization

18. Systematic and continuous monitoring of the business environment to verify the accuracy of assumptions on which strategy is built is achieved by?

- (a) Premise Control
- (b) Special Alert Control
- (c) Implementation Control
- (d) Strategic Surveillance

19. Dr. Raman has been running a nursing home for about twenty two years now, and has gained enormous name for his benevolence in Balram district of Chhattisgarh. Recently, his daughter, Dr. Radhika completed her medicine degree from the United States of America and returned to her hometown to be a part of her father's practice. She has been given the baton to promote modern medicine and retain the local skilled youth in their practice. However, their nursing home's skilled youth has been more inclined to E-Commerce employment opportunities. Dr. Radhika has taken it as a challenge to imbibe the very essence

of service in them, by being employed as nurses and caretakers of the ill. This shall be very crucial in growing the practice as desired. Which of the following phases of Kurt Lewin's Model of Change will be most challenging for Dr. Radhika to strategically positioning her father's nursing home?

- (a) Compliance
- (b) Identification
- (c) Internalization
- (d) Transition

20. The management of Vadakara Limited, hitherto a successful ball valves maker headquartered in Mumbai, is looking to launch a new SBU for its future forward integration plans abroad in Sudan. The CEO is now faced with the opportunity-cum-challenge to make this foray into Sudan a successful but time-bound business enterprise. The CEO has already asked his India Operations Head to make a study of Sudan's present market conditions and territory specific laws to enable the setup of a local branch office for the proposed SBU. Meantime, the HR manager has come across a promising resume of a person on Linked In, a social networking platform on internet, who is currently engaged in a similar Deputy CEO position with another entity. The management is also in touch with a couple of NRI angel investors based out of Singapore, to arrange for venture capital that would be required for this venture. From a strategic management perspective, Vadakara Limited is currently represented by which strategic time phase:

- (a) Strategy formulation phase
- (b) Strategy change phase
- (c) Strategy implementation phase
- (d) Strategy internalization phase

21. Get Well Soon Limited is a health provider and has only large, edge of town hospitals. It is considering setting-up additional small city centre clinics capable of treating less-serious day cases. Which of the following will fall under "Strategy Implementation"?

1. Acquiring and fitting out clinics
2. Hiring and/or transferring staff
3. Publicity, so that patients know where and when to go

4. Liaison with general practitioners and the main hospitals

- (a) Only (d)
- (b)(b) & (d)
- (c)(a), (b) & (d)
- (d)(a), (b), (c) & (d)

22. Aditya Swaroop is the head of operations of Bindal & Sons private limited. He is focussing on total or aggregate management functions in the sense of embracing the integrated activities of a complete department. He assures the resources are obtained and used effectively and efficiently in the accomplishment of the organisation's objectives. He is practicing as: -

- (a) Strategic control
- (b) Management control
- (c) Administrative control
- (d) Operations control

23. After an earnest attempt to bring in a strategic change in your organization, you the operational head of X/Z Ltd, succeeded but still your organization couldn't achieve the desired competitive position in the market. Out of the following what could be the reason?

- (a) Strategy formulation
- (b) Strategy model
- (c) *Strategy implementation*
- (d) *Strategy decision*

24. As a strategist, what is your understanding of how strategies are put into action?

- (a) Strategies are statements of Intent realized through Implementation.
- (b) Strategies are statements of Intent that are automatically activated.
- (c) Strategies, by themselves, lead into action.
- (d) By strategy formulation and not through implementation.

25. The employees of X/Z Ltd have been facing problems regarding the difference between the understanding of strategy formulation and strategy implementation. In order to address this problem, you, the president operations, made four groups and asked each group to write in points their understanding of the same. The following points were compiled from their knowing of strategy formulation and implementation.

1. Strategy formulation focuses on efficiency while strategy implementation focuses on effectiveness.
2. Strategy formulation requires motivation and leadership skills while strategic implementation require conceptual intuitive and analytical skills.
3. Strategy formulation is an intellectual process while strategy implementation is primarily an operational process.
4. Strategy formulation requires coordination between executives at middle and lower level while strategy implementation requires coordination among the executives at the top levels.

Out of the following views, what all needs to be corrected?

- (a) 1, 3 & 4
- (b) 1 & 2 & 3
- (c) 1, 2 & 4
- (d) 1, 2, 3 & 4

26. You being the core strategist of your company, entrusted with bringing about strategic change in your company, how will you initiate "unfreezing of the situation"?

- (a) Promoting new ideas throughout the organization
- (b) Promoting compliance throughout the organization
- (c) Promoting change in process throughout the organization
- (d) None of the above

27. The responsibility of efficiency and effectiveness lies with:

- (a) Middle management and operational management
- (b) Top management and operational management
- (c) Operational management and top management
- (d) Operational management and middle management

28. Which of the following is not one of the issues in strategy implementation?

- (a) Resource allocation
- (b) Project implementation
- (c) Structural implementation
- (d) Market implementation

29. What is the second phase of Matrix structure proposed by Davis and Lawrence?

- (a) Cross functional task forces
- (b) Product/brand management
- (c) Cross fertilized projects
- (d) Mature matrix

30. When there is impact of strategy implementation on strategy formulation it can be referred as?

- (a) Backward Linkages
- (b) Forward Linkages
- (c) Vertical Linkages
- (d) Horizontal Linkages

ANSWER KEY

1	(b)	2	(c)	3	(b)	4	(d)	5	(c)
6	(a)	7	(a)	8	(c)	9	(d)	10	(c)
11	(d)	12	(c)	13	(d)	14	(b)	15	(a)
16	(d)	17	(a)	18	(a)	19	(c)	20	(a)
21	(d)	22	(b)	23	(c)	24	(a)	25	(c)
26	(a)	27	(c)	28	(d)	29	(d)	30	(a)

Case Studies Base MCQ's

1. Connect Private Limited, a Mumbai based company is launching a smartphone, under the brand name of Poppy. The company recognizes plethora of options that customers have from Chinese manufacturers flooding the smartphone landscape. With recent COVID-19 pandemic hurting the global sentiment towards Chinese products, the company plans to play on the patriotic card and advertise Poppy as the "Desi" smartphone of India. Strategic Arm of the company undertook an industry analysis and reported, that, budget phone segment was overtaken by the Chinese brands completely, however, the low segment of smartphones was still open for exploration. Thus, the company planned to enter the market with two models, Poppy A and Poppy B, priced at ` 4,499 and ` 5,499. The company is also aware that their product can easily be imitated at same costing as well as pricing, and thus the very essence of their product can be lost. A team of marketing professionals was hired to tackle this issue. The solution they suggested was to take the first mover advantage by spending huge sums in advertising and promotion. Based on sound consciousness of the competition from huge money backed international players, the company decided to manufacture smartphone covers and accessories with the same "desi" tag, along with Poppy Smartphones. This shall help them mitigate the risk of being completely thrown out of business. Consequently, they invested a fairly good amount in manufacturing of these accessories. The investors made it an objective for the team to reach an annual sales volume of 15,000 handsets and 70,000 pieces of accessories. The accessories sales surpassed the expectations by a fairly good margin. However, Poppy A and Poppy B did not receive the much anticipated response and the leadership decided to reduce the scope and focus purely on accessories business going forward. With a new focus on accessories production, the "Desi" tag will still play an important part in the success. However, they need to ensure creation of strong barriers to entry for other domestic players, and for that, they have plans to augment the production to enormous levels. This shall reduce their unit cost, thus, enable volume driven cost leadership.

Based on the above case scenario, answer the multiple choice questions.

1. Connect Private Limited, entered a saturated market of smartphones, after a due market study of understanding the competitive landscape. Put the below steps in correct sequence of understanding the competitive landscape.

- (i) Understanding the competitors
 - (ii) Determining strengths and weaknesses of the competitors
 - (iii) Identify the competitors
 - (iv) Put all information gathered together
- (a) (I),(III),(II),(IV) (b) (III),(I),(II),(IV)
(c) (II),(III),(IV),(I) (d) (I),(III),(II),(IV)

2. Annual sales volume as an objective by the investors was crucial to establish the company in the market. In which stage of strategic management are such annual objectives especially important?

- (a) Formulation (b) Control (c) Evaluation (d) Implementation

3. Following the sales numbers reported at the end of year, the leadership took a serious strategic stand point to move forward and shift to a new core business which was more profitable. Under which of the following category of business strategy can this decision be categorized?

- (a) Retrenchment strategy (b) Strategic alliance
(c) Diversification strategy (d) Market development

4. After getting results from the market, accessories business of the company can be classified under which category of BCG's growth share matrix?

- (a) Star (b) Question mark (c) Cash cow (d) Dog

5. The phase two of shifting the business focus to peripheral accessories production, Connect Private Limited has planned setting up entries to barrier for its potential competitors. Which of the following barrier have they planned to implement?

- (a) Capital requirement (b) Product differentiation
(c) Access to distribution channels (d) Economies of scale

ANSWER KEY

1	(b)	2	(d)	3	(a)	4	(c)	5	(d)
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2. KingLike WLL, is a construction company based in Dubai, which specializes in residential complexes. It has developed a new concept for the market, Private Vila cum Apartments called "Vilartment". These spaces are designed to suit the increasing demand of married couples wanting to stay with their parents, thus offering more space in a single residential unit.

The company has huge land purchasing power which gives them a competitive advantage over its rivals. Also, the designs are developed by the best in class Italian designers and the same have been patented. Thus, it is very tough to replicate KingLike's properties This project is positioned as a separate business unit to capture maximum potential of the management.

Personnel at different levels have been employed to look after the respective functions of the unit. It is estimated that around 15,000 Vilartments will be constructed within next three years, and, 50% of the total units shall be ready to move into with immediate effect once the construction is completed.

The marketing team has roped in major Bollywood and Hollywood celebrities to perform at the foundation stone ceremony of the Vilartment, scheduled next month. The ceremony will be covered by major global media houses and channels via print and social media, thus, attracting potential buyers from all over the world.

With everything planned and efficient teams ready to execute, the management is confident of the project's success. The Vilartment shall position KingLike WLL as a leading real estate company in the global market.

Based on the above case scenario, answer the multiple choice questions.

1. Igor Ansoff gave a framework which describes the intensification options available to a firm.

Which of them did King Like use for its intensification strategy?

- (a) Market penetration (b) Product development
(c) Market development (d) Diversification into new products

2. Core competency is built on multiple know-hows and is an integration of many resources.

As per C.K. Prahalad and Gary Hamel. King Like has expert teams and huge buying capacity.

Which amongst the following is not an areas where core competency is identified?

- (a) Customer value (b) Application of competencies
(c) Market development (d) Competitor differentiation

3. Different personnel have been deployed at respective levels in the project working as a business unit. Answer, Divisional managers and staff are a part of which of the following strategic levels in the organization?

(a) Corporate level (b) Functional level

(c) Business level (d) Consultant level

4. _____ is the answer to basic question "what business we are and what we do". Many businesses fail to conceptualize this and it requires clarity. The company however has clarity on the same. Fill in the blank with the correct option.

(a) Vision (b) Mission (c) Strategy (d) Planning

5. Vilartment shall function as a strategic business unit (SBU), being one of the key businesses of the company. Which of the following is not a characteristic of a strategic business unit?

(a) It is a combination of two or more independent businesses.

(b) The planning for the business is done separately

(c) It has its own set of competitors.

(d) It has its own manager responsible for strategy and profits.

ANSWER KEY

1	(b)	2	(c)	3	(c)	4	(b)	5	(a)
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3. LactoQalci is a family run company engaged in the business of manufacturing packaged sweetened pro-biotic milk beverage. The management envisions a potential future in health and fitness industry. It thereby, adopted a new statement "Ensuring Health for Everyone" to uplift company's business makeup and market position.

LactoQalci introduced a new product for its existing customers, a range of sugar-free milkshakes. The company initiated an advertisement campaign with the tag line "Now enjoy the goodness of LactoQalci in sugar-free milkshakes". It is anticipated to become the most selling product of the company.

Further, to make the product unique, they adopted a distinctive product packaging design. The milkshake tetra packs came with a 'calories saved' scale printed on them. It was designed to motivate the consumers to a healthier life. As a result, the company was able to sell

these milkshakes at a higher price.

The company saw decent response from the market and were planning to scale up operations, when suddenly, political disturbance in the state pulled down their sales to rock bottom. Several warehouses of the company had to be temporarily shut down. However, Mr. Rohatgi, the passionate operations head of the company, responded swiftly, and reengineered the business processes. He automated inventory management and outsourced logistical support. Small investments in IT infrastructure in troubled times reaped higher returns. The company was able to achieve better than before efficiency at all levels of operations and ensured regular sales.

Based on the above case scenario, answer the multiple choice questions.

1. Introducing Sugar-Free milkshakes by LactoQalci, falls under which Product-Market strategy as given by Ansoff?

- (a) Product development (b) Market penetration
(c) Market development (d) Diversification

2. Which of the Michael Porter's Generic Strategies was adopted by LactoQalci to gain competitive advantage?

- (a) Cost leadership strategy (b) Differentiation strategy
(c) Focussed cost leadership strategy (d) Focussed differentiation strategy

3. Which strategic intent is expressed in the statement "Ensuring Health for Everyone" by LactoQalci?

- (a) Vision (b) Mission (c) Goals and Objectives (d) Business definition

4. What kind of leadership did Mr. Rohatgi portray to pull out LactoQalci from the sudden disruption?

- (a) Transactional leadership (b) Transformational leadership
(c) Transparent leadership (d) Translational leadership

ANSWER KEY

1	(a)	2	(b)	3	(a)	4	(b)
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4. After graduating from IIT in computer science, sisters, Shakti and Stuti, following their passion for computers, started "Code Consulting". They faced innumerable survival challenges in a highly dynamic IT market. But with combined efforts of a highly dedicated team of data scientists, their core business of big data analytics gained a prominent market presence.

From inception, Code Consulting has been a women-centric organization. The sisters ensured that women were provided with ample opportunities in the organization.

Given the option of Work From Home as mandated by recent legal regulations, majority of the female workforce availed the option. To avoid drop in sales, the sisters expeditiously lead a crisis management team to accommodate adoption of the required technology to meet the changes of time.

Code Consulting, having reached a reputable market standing, was now observing cut-throat competition from foreign giants in its niche. The sisters resolved to make an effort into their long aspired dream to diversify into the innovative market space of 3D printing. Code Consulting, lacking the requisite experience, went for a merger with a startup named "CreatyVT" known for its technical know how. They have a strong skill-based team, but the long-standing startup had relatively small market share in 3D printing arena.

Early on, the management observed that the businesses of big data analytics and 3D printing had distinct markets. So, they split the company into different business units to independently identify their performance. Separation into business units helped in simplifying the control related problems too. Whereas, the challenge to grow the company's market share was successfully met by introducing ingenious 3D printers with easily refillable cartridges. The new product was supported by an aggressive online advertisement campaign. The customers pleased by the products helped reach the desired sales targets in no time.

Having shown a never giving up attitude coupled with wise leadership skills, the business of Code Consulting sustained a turbulent patch and placed itself as a renowned brand in the Indian IT.

Based on the above case scenario, answer the multiple choice questions.

1. Applying BCG matrix, identify the correct investment category for the new "3D printing" business of Code Consulting, at the time of merger?

- (a) Star (b) Cash cow (c) Dog (d) Question mark

2. Which strategy has been adopted by Code Consulting to overcome the difficulties of low-market share for its "3D printing" business?

- (a) Dynamic strategy (b) Adaptive strategy
(c) Intended strategy (d) Sound strategy

3. Mark the correct growth and expansion strategy employed by Code Consulting in merging with the startup named "CreatyVT"?

- (a) Horizontal merger (b) Vertical merger
(c) Co-generic merger (d) Conglomerate merger

4. What has been the rationale behind Code Consulting's management for treating big data business and 3D printing business amenable to separate strategic treatment?

- (a) The businesses were unrelated (b) The businesses were unmanageable
(c) The businesses were related (d) The businesses were identical

5. Which type of strategic control was adopted by Code Consulting when a new legal regulation proposed that women workers shall have the option to work from home?

- (a) Premise control (b) Special alert control
(c) Strategic surveillance (d) Implementation control

ANSWER KEY

1	(d)	2	(c)	3	(c)	4	(a)	5	(b)
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5. In the seventh decade of last century the Banerjee Tasty Teas Ltd (BTTL), engaged in tea plantations in Assam and Darjeeling for more than two decades, began selling packaged tea under the brand name "Mitra" and "Dost". At the time they had around 32 per cent of market share in the packaged tea segment that was growing rapidly. Their next competitor had 18 per cent share. In the middle of eighth decade the company launched a chain of eateries selling teas and branded it as "Prakriti". They brewed tea in these eateries by adding goodness of adrak, tulsi and other natural ingredients. Their products were positioned as natural Indian tea with ayurvedic ingredients having health benefit. They positioned it as masala chai clinically proven to enhance immunity and gave a tag line, "Dadi Maa Ke Gharelu Nuskhe". It soon became the

favourite chain of eateries, selling India's popular beverage, tea.

In early nineties when liberalization favoured entry of Multinationals in diverse sectors, two companies with their headquarters in USA - Galaxly and Foodtle, leading consumer goods company entered Indian market. The two companies respectively held two major global brands of teas Krypton Breakfast Tea and Argon Grey Tea. Both the global players with their vast pool of financial and other resources, knowledge of multiple markets and experienced professionals were expected to rewrite the history of the Indian Tea business.

BTTL concerned about their future engaged a leading management consultant to take advice on the future course of action. The management consultants after a thorough study and survey in four largest metropolitan cities advised BTTL to exit the market and encash their goodwill.

The consultants felt that it would be difficult for BTTL to survive in the tea business in India with the might of new competitors having abundant resources. The BTTL engaged with the two global companies and sold their packaged tea business to Galaxly in the year 1995 with a non-compete clause for 20 years. The brands "Mitra" and "Dost" became property of Galaxly.

BTTP retained the eateries and "Prakriti" brand. Galaxly got an edge over Foodtle in Indian Market with instant access to the distribution network. In late 1990's Galaxly reduced production of "Mitra" and "Dost" and focussed to sell their own brands. However, both the new entrants struggled to sell their products in India. Galaxly changed back its focus to "Mitra" and "Dost" in the middle of last decade of the previous century and started gaining edge over Foodtle. In the beginning of new century Galaxly had a market share of 21 per cent and Foodtle had a market share of 13 per cent. There were many other big and small brands that controlled the remaining share.

When the Indian tea market was witnessing a high-profile tussle between the global giants, Prakriti gained popularity among domestic consumers and increased the number of outlets to 163 located in 78 cities. BTTL riding high on the success of their Prakriti outlets, diversified into the fruit- flavoured beverages segment, with aims to garner significant share in the Indian fruit beverages market. The company launched the brand ' Asli Bursts', and started selling packaged juices in three flavours - mixed fruit, green apple and tangy orange. In the year 2010 the business expanded with the launch of 100% natural Tender Coconut Water. As a result, it became the country's largest health and nutritious drink brand with variety of products under its umbrella.

Over time the management of BTTL also changed and is now controlled by the next generation.

The new generation, nostalgic about their first product re- entered packaged tea business in the year 2015 with the brand 'swad'. They pursued to cater to broad markets by reducing costs in the areas of procurement, storage and distribution of teas and selling it at attractive prices. However, five years have passed; the brand 'swad' is not able to garner any significant foothold in Indian packaged Tea Market.

Based on the above case scenario, answer the multiple choice questions.

1. In the 1970's what was the position of BTTL in BCG matrix?

- (a) Stars (b) Cash cows (c) Question marks (d) Dogs

2. Which of the following are not strength of Galaxly in India in the year 1994?

- (i) Financial resources
(ii) Krypton breakfast tea brand
(iii) Strong distribution channel
(a) ii (b) iii (c) ii and iii (d) i, ii and iii

3. What is the Micheal Porter business level strategy for the brand `Swad'?

- (a) Cost leadership (b) Differentiation
(c) Focussed cost leadership (d) Focussed differentiation

4. Entry of BTTL in coconut water is:

- (a) Market entry (b) Market development
(c) Market penetration (d) Product development

5. Entry of BTTL in eateries with brand name Prakriti is:

- (a) Vertically integrated diversification
(b) Horizontally integrated diversification
(c) Concentric diversification
(d) Conglomerate diversification

ANSWER KEY

1	(a)	2	(c)	3	(a)	4	(d)	5	(a)
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6. Jalsa Group is a family amusement park developer, based out of Ahmedabad. They have four prime properties in Gujarat; Snake Land, Water World, Ride Road and Habitat Universe. Amongst above, Ride Road is the newest. The concept of Ride Road is that people can bring in their vehicles (of all sizes) and race against each other/in teams under expert guidance. The idea is fairly new to Indian market and the group is betting big money on it. Another bet that turned quite well for Jalsa is the Snake Land. The park has an integral design of a jungle with various rides based on snakes and reptiles.

It has attracted locals in huge numbers and recently an influx of national tourists has been observed.

The owners liked a concept they saw on their visit to Indonesia, where people could visit an amusement park and plant vegetables and trees of their liking, and apparently own that particular tree/plant with all its produce being their property. This could have a major environmental benefit vis a vis governmental support to set up the business. The owners' proposed that this could even be made part of the Water World to revive it back to its glory.

Noting from above, Water World has seen tremendous competition at a national level, and the quality of rides has also deteriorated with new technological designs coming up. To meet the losses

being made at Water World, management of Jalsa built Habitat Universe in a close spot, which has been awarded at international level and is seeing slight competition with increasing tourism, as the ticket sales figures are quite high. The management team in their annual meeting presented the below matrix to the owners, based on which further plans were thought through;

Stars: Snake Land Question Marks: Ride Road

Cash Cows: Water World Dogs: Habitat Universe

The owners and team have realised that their differentiating factor at a national level is their ability to observe international trends and implement the same in India. Following which, Jalsa has planned to form an international vigilance committee to find such international trends and give them an Indianess for their business. The Group plans to develop two more properties near Goa in the coming years.

Based on the above case scenario, answer the multiple choice questions.

1. Mark the statement(s) that are most appropriate.

- (a) Snake Land is in growth stage and Habitat Universe is in maturity stage
- (b) Snake Land is in growth stage and Water World is in maturity stage
- (c) Ride Road is in introduction stage and Habitat Universe is in maturity stage
- (d) Ride Road is in introduction stage and Water World is in declining stage

2. Formation of International Vigilance Committee is an incidental product of of Jalsa Group?

- (a) Core competency (b) Differentiation strategy
(c) Cost leadership (d) Strategy audit

3. Developing Habitat Universe is what kind of an expansion strategy?

- (a) Vertical diversification (b) Concentric diversification
(c) Conglomerate diversification (d) Horizontal diversification

4. Which of the following is true in the matrix presented at annual meeting with the owners?

- (a) Stars: Snake Land and Question Marks: Ride Road
(b) Cash Cow: Water World and Stars: Snake Land
(c) Dogs: Habitat Universe and Question Marks: Ride Road
(d) Question Marks: Ride Road and Cash Cow: Water World

5. Clearly SWOT analysis helped the owners' understand their differentiating factor of success, but which factor amongst the below can disrupt their differentiation factor in the long term?

- (a) Highly complex environment
(b) Competitive scenario
(c) Both (a) and (b)
(d) SWOT analysis is a fool proof technique, thus nothing would affect

ANSWER KEY

1	(a)	2	(a)	3	(b)	4	(a)	5	(c)
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7. Medline patient care limited (MPCL) began its business as a small family- run business supplying custom-made hospital furniture and patient care equipment. The company started its operations with meager capital and work force in the year 1990, now having 20 years of experience and expertise, it has grown into a thriving hub of experts specializing in either custom-made, locally sourced or quality imported commercial grade hospital furniture. The company has made a significant name in the field of "patient care equipment" by providing high quality products to its

customers. Medline patient care limited (MPCL) has a wide business network throughout India and supply its products to various hospitals, nursing homes and medical colleges. It is well-known for manufacturing Hospital Furniture and Operation Theatre Equipment (Tables and Lights). Due to sudden plunge in the sales volume, margin of profits and declining market share, the company's CEO called a meeting with Board of Directors and other senior executives. They decided to appoint Mrs. Puri as a new strategy manager.

As a newly appointed strategy manager, Mrs. Puri has to assess and analyse the business environment and work out on the reasons of declining trends. Mrs. Puri conducted SWOT analysis and observed that the reason of these decreasing trends is increased competition that has emerged over the last three years. For many years, Medline (MPCL) has been known for high quality but now this quality is being matched by the competitors who are able to sell at lower prices.

After analysing the business environment, Mrs. Puri submitted her report to the top level management with the following proposals:

Focus on technology, innovation, and quality: The expert technology, quality and innovates can earn the confidence of Doctors and the trust of consumers in developing latest Medical

Equipments. Employee training & development: She advised to train and experts technical staff in our company to produce trouble free products.

Cost rationalization: Reduction in the cost of production is required.

Client service, support, and feedback: MPCL understands the importance of "After Sale-Service" to customers and always concentrate on this point.

Product testing: All products are thoroughly tested before dispatch.

Based on the above case scenario, answer the multiple choice questions.

1. After conducting the SWOT analysis by Mrs. Puri in MPCL, she identifies that high quality, custom-made hospital furniture has made a significant name in the field of "patient care equipment" by MPCL. For MPCL, these features of its products are its:

(a) Strength (b) Opportunity (c) Weakness (d) Threat

2. MPCL recruits and appoints various employees at their respective levels in the organisation. Identify, the CEO, Board of Directors and other senior executives are a part of which of the following Strategic Levels in the organization?

(a) Business level (b) Functional level

(c) Corporate level (d) Consultant level

3. According to Michael Porter's five forces model, which force came into existence for declining the growth and profits of MPCL?

- (a) Threat of new entrant (b) Threat of substitutes
(c) Bargaining power of customers (d) Bargaining power of suppliers

4. MPCL's market share is declining due to equivalent products being sold by competitors at lower prices. What does this statement reflect?

- (a) It reflects that the cost of production of competitors is lower than MPCL
(b) It reflects that the competitors are providing cheap products
(c) It reflects that MPCL has declined the quality of its products
(d) All of the above

5. Competitive advantage leads to superior profitability. Mrs. Puri's report indicates the factors for value creation. Identify the factors by which MPCL can achieve competitive advantage by value creation.

- (a) The expert technology, quality and innovates can earn the confidence.
(b) Reduction in the cost of production is required
(c) After Sale-Service to customers and welcome the valuable suggestions from their customers.
(d) All of the above

ANSWER KEY

1	(a)	2	(c)	3	(b)	4	(a)	5	(d)
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8. There is a wave of interest from around the globe for an upcoming one of its kind three-day fitness event called DRIPP, organised by Monolith Events LLP. The event is due next year, and the tickets are already sold out. Major attractions are that only organic foods and health drinks shall be available throughout the three-day event, free consultations with athletes, training tips and tricks. Competitions with prize money are also up for grabs. A lot of Bollywood Stars and International Celebrities have also shown interest and pledged to visit the event in Goa. Rishi Bhalla, the Chief Logistics Officer has formed a team of 30 persons to get the right products, from the right place, to the right place at the best possible prices. They have been in conversation with many local vendors for organic products and have an inclination towards local

businesses than going for big brand names. The idea is to give maximum profits to the vendors and in doing so the vendors would also have to bear costs of setup and share risks of organising DRIPP. It seems a fair win-win proposition.

Further, Elina Ray, Director of Operations has divided her team into middle managers looking after finance, customer service, supplies, community engagement and IT. They would all report to Elina directly and would be independent in taking decisions for their respective responsibilities.

This would ensure an autonomous decentralised management to speed up operations. The team had been working long hours till January and the business was struck by the pandemic. They have been fortunate enough to keep the ticket buyers, vendors and celebrities on board and even though the preparations have been a challenge in Covid19 times, the team has worked hard to keep things intact and on track.

Assuming the global and domestic travel to normalise by next year, the team at Monolith anticipates many more such events like DRIPP with big event companies joining the party to imitate their concept.

Based on the above case scenario, answer the multiple choice questions.

1. Which of the following is untrue about Elina Ray's team?

- (a) They are group of Functional level managers.
- (b) They are aimed at facilitating the business level strategies.
- (c) They would work isolated but work towards core business strategies.
- (d) They would be responsible for control of their respective function.

2. Which of the following best describes the vendor engagement for DRIPP?

- (a) Organizational alliance (b) Economic alliance
- (c) Strategic alliance (d) Political alliance

3. Which of the following is a focal weak point for DRIPP's success if the pandemic allows more time for competitors to conceptualise something similar?

- (a) Minimum capital requirement (b) Inadequate barriers to entry
- (c) Easy access to distribution channels (d) Low switching costs

4. Rishi Bhalla's team is formed for which of the following?

- (a) Logistics management (b) Vendor management
- (c) Overall operations (d) Supply chain management

5. For an Events Management firm such as Monolith Events LLP the ideal form of organisaitonal structure would be

- (a) Hourglass (b) Matrix (c) Functional (d) Divisional

ANSWER KEY

1	(c)	2	(b)	3	(b)	4	(d)	5	(b)
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9. O-Farm, an organic farm products brand has been operating in India since 2014. It has had a decent history of business with revenue of INR 50 crores in the previous year and a Compound Annual Growth Rate (CAGR) of 11% year on year. While the company operated on "Kisaan Kalyan" i.e., farmer friendly agenda since its inception, the rough times ahead seem to call for changes. The recent amendments in Agriculture laws, though indirectly related to organic farming, have posed immense threat to how the business operates. The leaders have been proactive in shifting gears and budgeted funds for shifting focus to "Upbhokta Sewa", i.e., customer orientation.

To create newer demands and position themselves against the local farming practice changes, they reached out to West Asian and African Nations for their farm inputs, just like many other small traders from their segment. Accordingly, they ordered dry fruits from Afghanistan, whole wheat from Nigeria, and citrus fruits from Turkey. This has helped them get raw inputs at cheaper than usual rates and even better contractual terms, thus, reducing input costs and thereby, passing on the surplus margins to customers.

Further, the marketing team roped in big cricket stars and many social media influencers to aware customers about the brand's customer orientation and product benefits. But, as the focus was on minimal spending, the team smartly locked in affiliate marketing terms with the influencers and even celebrities, instead of upfront promotion fee. This also helped in saving a lot of cost initially.

With the changing environment in the Indian subcontinent around agriculture production, the team is confident with its strategic positioning. The sales have been just at the break-even bars for now, and the projected CAGR is 19% year on year, taking the sales volume to 10X in the next 4 years.

Farming has been a respected profitable business with big players as huge as oil companies. Nonetheless, it is complex, as it involves a lot of stakeholders, especially as it still remains a labour intensive industry.

Based on the above case scenario, answer the multiple choice questions.

1. O-Farm's new strategy implementation as a result of amendment of Agriculture laws by the government, resonates with which of the following statements?
 - (a) Organisational operations are highly influenced by ripple effect of environmental changes.
 - (b) Organisational structure is highly influenced by ripple effect of environmental changes.
 - (c) Organisational operations are not affected by the ripple effect of environmental changes.
 - (d) Organisational structure can influence the environmental changes.

2. The shift of O-Farm from "Kisaan Kalyan" to "Upbhokta Sewa" is a change in?
 - (a) Mission (b) Vision (c) Promotion (d) Product

3. Which of the following was the first and major advantage for O- Farm that helped them achieve Cost Leadership in the market?
 - (a) Economies of Scale was achieved very early on
 - (b) Prompt forecast of product's demand
 - (c) Becoming customer oriented
 - (d) Well negotiated purchase contracts

4. O-Farm's marketing strategy is an example of which of the following marketing strategies?
 - (a) Person Marketing (b) Augmented Marketing
 - (c) Enlightened Marketing (d) Synchro Marketing

5. The brand has achieved cost leadership through multiple strategies, but it would be a constant challenge to sustain this leadership because of which of the following reasons?
 - (a) Competitors would imitate its modus operandi.
 - (b) Marketing cost will be huge as volumes increase given its choice of marketing strategy.
 - (c) Change in Agriculture Laws shall disrupt its supply chain time and gain.
 - (d) Sales volume will have to outperform its own targets and even that of competitors.

ANSWER KEY

1	(a)	2	(b)	3	(d)	4	(c)	5	(b)
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10. Aloe Veda, a women run health company has been making innovative products based on Aloe Vera. Their portfolio includes creams, edibles, juices, face masks, and now even hand sanitizers. They have had a simple focus; luring women customers of all ages who care about their personal health and hygiene at prices that the common consumer can afford. The market is growing over the years and even men have shown interest in their products. However, running the company has not been easy, for big FMCG brands are readily offering similar products with better reach. Mr. Mukesh Bakshi was on boarded to help the company scale up its customer reach and he implemented old school distribution tactics. The distributors were offered better margins, foreign trips and gifts and even profit sharing in some cases. This helped the company shelf Aloe Veda products at most of the retailers. Online business was also ramped up diligently.

Mukesh has been instrumental in achieving targets, but the core team has been a group of close-knit partners who have built the company on trust. And as the business grew, the partners took up individual responsibilities in an autonomous fashion, where each one of them was responsible for their own segment's operations and process improvement, and collectively driven by positive and margins. The policy of "trust all, ask no questions" could be seen at the leadership level.

The company has been aware of its industry and the players therein, with different set of strengths and economic backgrounds, but it wanted to deep dive into some more metrics to get a holistic view of the competition. For that, they reached out to KMGP LLP to project a strategic group mapping for them, based on which they could plan ahead. KMGP LLP prepared the Strategic Map shown in Figure-1.

Business segment of Ale Veda has been booming industry wide, all they need to focus is on maintaining their values and scaling before it's too late. And of course, keeping an eye on the external business environment shall be crucial too.

Based on the above case scenario, answer the multiple choice questions.

1. Mukesh Bakshi, has been leading Aloe Veda from the front with a spear headed strategy on innovating which of the following?

- (a) Product (b) Price (c) Place (d) Promotion

2. Aloe Veda has been taking up competition with big FMCG brands in which of the following segments?

- (a) Cost Leadership of Supply Chain (b) Differentiation of Product
(c) Focused Cost Leadership of Product (d) Focused Differentiation of Product

3. Which important aspect of organisational structure configuration is missing in Aloe Veda?
- (a) Configuration of Intended Roles
 - (b) Configuration of Processes
 - (c) Configuration of Decision Making
 - (d) Configuration of Governance Mechanism
4. As per strategic group mapping done by the marketing team, which of the following is the biggest threat for Aloe Veda for its niche market?
- (a) Ele
 - (b) IndCos
 - (c) Strategic group mapping does not tell that clearly
 - (d) There are no threats to their niche market
5. Suppose Aloe Veda asks its customers to plant Aloe Vera plant in their houses to get additional discounts. From Aloe Veda's strategic intent of being environmentally inclined while retaining its customers, much before rivals try to poach them, can be termed as?
- (a) Planned Strategy
 - (b) Reactive Strategy
 - (c) Adaptive Strategy
 - (d) This is not a strategy, it is a marketing gimmick

ANSWER KEY

1	(c)	2	(c)	3	(d)	4	(b)	5	(a)
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