

BROOKLYN



COLLEGE

UPS: Organizational Control
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Bus 50.1 Management
Brooklyn College

Case Study: UPS

Topic: **Organizational Control**

James Casey Creates a Culture for UPS

UPS uses its operating (control) systems to measure outputs, control behavior and to get employees to internalize the organization culture.

1. List and briefly define the 3 elements of Behavior Control?
2. Which type of behavior control is being used at UPS? What specific behaviors does the company attempt to regulate?
3. List 3 elements of Organizational Culture?
4. What are 2 values at UPS? What are the 5 norms at UPS?
5. There are 3 types of organizational control **systems**. List the 3 types and for each list the 3 mechanisms of control.
6. List 3 types of ratios used to measure financial performance and indicate what it measures.
7. What are the 3 approaches to using Operating Budgets as an output control? In other words, what are the 3 things that are measured to evaluate corporate performance?