**ATOMIC ENERGY CENTRAL SCHOOL 1::JADUGUDA**

**BUSINESS STUDIES –CLASS 12**

**LESSON : CONTROLLING PROCESS**

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**QUESTIONS:**

1. Explain the steps in the controlling process. ( 5 marks)
2. Define deviation. (1 mark)
3. \_\_\_\_ types of goals are not quantifiable. (1 mark)
4. If an organization’s actions are not in consonance with plans, managers should take \_\_\_\_ action immediately. (1 mark)
5. Seeking customer feedback is one way of comparing \_\_\_\_\_ with ultimate goals and standards (1 mark)
6. One way of reducing \_\_\_\_\_\_\_\_\_\_\_\_ from employees is for managers to include employees while setting standards and making plans. (1 mark)