Questions for Interview:

- **Leadership**
  1) What are some of the things a worker should know in basic competency based approach? Answer: Computer & Basic literacy, conceptual thinking, Learning, self-responsibility & management, Interpersonal skills and technical competency.

  2) What’s a competency model? A set of skills, knowledge, attitude and behavior.

  3) What does organizational leadership address? Addresses how senior leaders set directions and build and sustain an organization conducive to high performance, individual and organizational learning, empowerment and innovation.

- **M&A**
  1) What is net income? Ans: Revenue – expenses

  2) What are liabilities? Ans: Liabilities are what company owes?

  3) What is operating income? Net sales – operating expenses

- **Human Resource Focus**
  1) Why is employee development necessary through training & development? Ans: recognizing skills, interests & potential at each step and identifying employees who are promotable.

  2) What are some way a performance can be rewarded? Ans: Salary increase, promotions, future developments and special recognition.

  3) What are some suggestions for avoiding motivational problems? Ans: Let employees know how they are performing, let employees know how they can improve performance, give credit when it’s due, tell employees in advance about changes that will affect them and make the best use of every persons’ abilities.

- **Process Management**
  1) What is 85/15 rule? Ans: 85% of problems are in the system.

  2) When can you say a process is under statistical control? Ans: If the process behaves in the way it should, it’s under statistical control.

  3) What are the four main theories of six sigma? Measure, Improve, Analyze and Control.
**Customer Focus**
1) Tell something about 4 levels of customer relationship?
   Ans: L1- Awareness, L-2: Sensitivity, L-3: Aligned, L-4: Partnership

2) When you speak about marketing, what do the 4 P’s signify?
   Product, Promotion, Place and Price.

3) If your company is manufacturing lights, what sort of competitive business environment will you be in?
   a) Perfect Competition b) **Market Competition**

**Strategic Planning**
1) What are the basic elements of SWOT analysis?
   Ans: Strength, Weakness, Opportunity, Threat.

2) What is a balanced scorecard?
   Ans: A set of measures that give managers a fast, comprehensive picture of an organization to help evaluate quality and strategy.

3) What is a gantt chart?
   Ans: A planning method wherein project activities, their estimated duration, activity schedules, and progress to date, are posted and updated.