

Business Management and Administration: General Management Focus Area Knowledge and Skill Statements with Suggested Performance Indicators

Describe and follow laws and regulations affecting business operations and transactions in a global marketplace [FA-BMA-GM01](#)

- A** Describe how government/legal activities affect global trade [FA-BMA-GM01.A](#)
- B** Describe customs regulations relating to importing and exporting [FA-BMA-GM01.B](#)
- C** Explain the nature of legal recourse in resolving global business disputes [FA-BMA-GM01.C](#)
- D** Describe how regulations for business expansion may be applied to meet government requirements and industry standards [FA-BMA-GM01.D](#)
- E** Describe domestic laws governing global business expansion [FA-BMA-GM01.E](#)

Explain how to access, evaluate, and disseminate information for business decision making [FA-BMA-GM02](#)

- A** Demonstrate the ability to write internal and external analytical reports that examine a problem/issue and recommend an action [FA-BMA-GM02.A](#)
- B** Describe the steps to be taken to identify and solve a business problem/issue [FA-BMA-GM02.B](#)
- C** Demonstrate the ability to utilize information from analytical reports to develop/implement organizational projects [FA-BMA-GM02.C](#)
- D** Develop, implement, and evaluate the results of a plan of action to make required changes [FA-BMA-GM02.D](#)

Explain economic concepts fundamental to global business operations [FA-BMA-GM03](#)

- A** Discuss the impact of globalization on business activities [FA-BMA-GM03.A](#)
- B** Explain cultural considerations that impact global business relations [FA-BMA-GM03.B](#)

C Explain the impact of major trade alliances on business activities FA-BMA-GM03.C

D Describe the impact of the political environment on world trade FA-BMA-GM03.D

E Explain the impact of geography on world trade FA-BMA-GM03.E

Describe techniques, strategies, and systems can be used to enhance business relationships FA-BMA-GM04

A Explain and demonstrate managerial ethics related to personal behavior and staff supervision FA-BMA-GM04.A

B Explain and discuss the impact of business customs and practices on global trade to include the North American, European, Latin American, Pacific Rim and Middle Eastern markets FA-BMA-GM04.B

C Explain and describe how cultural differences impact business customs in global trade FA-BMA-GM04.C

D Develop scenarios of business transactions and explain differences between global transactions and transactions within a country FA-BMA-GM04.D

Describe how financial resources can be monitored and managed to ensure a business's financial wellbeing FA-BMA-GM05

A Describe how to identify and manage business risks to protect a business's finances FA-BMA-GM05.A

B Describe the steps needed to assess business, task, accounting, and legal risks FA-BMA-GM05.B

C Describe risk-management strategies FA-BMA-GM05.C

D Describe the components of a risk-management plan FA-BMA-GM05.D

E Explain how to monitor a business's profitability FA-BMA-GM05.E

Describe how day-to-day business activities can be monitored and managed to sustain continued business functioning FA-BMA-GM06

A Explain the steps associated with establishing Request for Proposal bid specifications, analyzing vendor responses, selecting a winning proposal, and negotiating terms FA-BMA-GM06.A

B Manage quality-control processes to minimize errors and to expedite workflow FA-BMA-GM06.B

C Explain the nature of quality management FA-BMA-GM06.C

D Discuss the need for continuous improvement of the quality process FA-BMA-GM06.D

E Develop plans to promote continuous-improvement and quality achievement FA-BMA-GM06.E

Demonstrate how an organization/department

A Describe the strategic planning process within an organization and strategies for achieving an identified vision, mission, and goals FA-BMA-GM07.A

may be organized and managed to achieve business goals FA-BMA-GM07

B Develop business plans to meet company needs and implement change FA-BMA-GM07.B

C Describe strategies for assessing the causes of staff turnover and identify mitigation strategies FA-BMA-GM07.C

D Interpret internal information for strategic planning (e.g., financial/accounting, marketing, operations, human resources, information technology, and individual employee data) FA-BMA-GM07.D

E Describe the use of performance standards and performance improvement plans to evaluate and strengthen employee performance FA-BMA-GM07.E

F Explain how benchmarks can be used to evaluate and improve company performance FA-BMA-GM07.F

Demonstrate knowledge of project management functions FA-BMA-GM08

A Identify analytical and statistical tools used in project planning (e.g., GANTT, workflow, critical path) FA-BMA-GM08.A

B Determine specific, measurable, achievable, realistic, and time-bound (SMART) goals for specific projects FA-BMA-GM08.B

C Develop project plans, milestones, and timelines FA-BMA-GM08.C

D Explain how to effectively allocate resources to achieve project goals FA-BMA-GM08.D

E Describe how digital tools can be used to evaluate project progress and achievement of goals FA-BMA-GM08.E