

INDEX

Sr. No.	Chapter Name	Chart No.
1	INTRODUCTION TO STRATEGIC MANAGEMENT	1.1 – 1.3
2	STRATEGIC ANALYSIS : EXTERNAL ENVIRONMENT	2.1 – 2.4
3	STRATEGIC ANALYSIS : INTERNAL ENVIRONMENT	3.1 – 3.3
4	STRATEGIC CHOICES	4.1 – 4.3
5	STRATEGY IMPLEMENTATION & EVALUATION	5.1 – 5.5

Introduction to Strategic Management (Chart 1.1)

Meaning & Nature of Strategic Management

Term 'management' is used in 2 senses, such as -

a) It is used with reference to a **key group in an organisation in-charge of its affairs**

b) also used with reference to a set of interrelated functions & processes carried out by management of an org. These functions include Planning, Organising, Directing, Staffing & Control

Concept of Strategy

a) Igor H. ansoff :

Common thread among organization's activities & product-markets that defines **essential nature of business that organization has or planned to be in future**

b) William F. Glueck :

A unified, **comprehensive and integrated plan** designed to assure that basic objectives of enterprise are achieved

c) In large organisations, strategies are formulated at : the corporate, divisional, & functional levels

d) Strategy is partly proactive & partly reactive

i) Proactive actions on part of managers to **improve co's market position & financial performance** &

ii) **Reactions to unanticipated developments** & fresh market conditions in dynamic business environment.

a **company uses both proactive & reactive strategies** to cope up uncertain business environment. Proactive strategy is **planned strategy** whereas reactive strategy is **adaptive reaction** to changing circumstances

Strategic Management Importance & Limitations

Objectives of Strategic Management

a) To create **competitive advantage**

b) To **guide co.** successfully through all changes in environment

'strategic management' refers to **managerial process of developing a strategic vision, setting objectives, crafting a strategy, implementing & evaluating strategy, & finally initiating corrective adjustments were deemed appropriate.**

Benefits of Strategic Management

a) Helps management to define **realistic objectives & goals** which are in line with vision of co.

b) Helps organisations to be **proactive instead of reactive in shaping its future.**

c) Provides **framework** for all major decisions

d) It provides **better guidance** to entire org. on crucial point

e) SM seeks to prepare organisation to face the future & act as **pathfinder** to various business opportunities

f) Serves as a **corporate defence mechanism** against mistakes & pitfalls

g) helps to **enhance longevity of the business**

h) helps org. to take a clear stand in related industry & makes sure that it is not just surviving on luck

i) Helps org. to develop **certain core competencies & competitive advantages**

Limitations of Strategic Management

a) Environment is **highly complex & turbulent**. It is difficult to understand complex environment & **exactly pinpoint** how it will shape-up in future

b) SM is a **time-consuming** process

c) It is a **costly** process

d) In a competitive scenario, where all organisations are trying to move strategically, it is **difficult to clearly estimate competitive responses** to a firm's strategies

Introduction to Strategic Management (Chart 1.2)

Strategic Intent

Strategic Management is defined as a dynamic process of formulation, implementation, evaluation, & control of strategies to realise organization's strategic intent

Strategic intent refers to purposes of what the organisation strives for senior managers must define "what they want to do" and "why they want to do".

Vision

a) Meaning

i) Top management's views about co's direction & product-customer- market- technology focus constitute strategic vision for co.

ii) Strategic vision thus points out a particular direction, charts a strategic path to be followed in future, & moulding organisational identity.

iii) A clearly articulated strategic vision communicates management's aspirations to stakeholders & helps steer energies of company personnel in a common direction

b) Essentials of a strategic vision

i) Entrepreneurial challenge in developing a strategic vision is to think creatively about how to prepare a company for the future.

ii) Forming a strategic vision is an exercise in intelligent entrepreneurship.

iii) well-articulated strategic vision creates enthusiasm among members of organisation

iv) best-worded vision statement clearly illuminates the direction in which organisation is headed

Mission

a) Meaning

A mission is an answer to basic question 'what business are we in & what we do'

b) Why an organization should have a mission?

i) To ensure unanimity of purpose

ii) To develop a basis, or standard, for allocating resources

iii) To provide a basis for motivating use of resources

iv) To establish a general tone

v) Serve as a focal point

vi) Facilitate translation of objective & goals into a work structure

vii) Specify organizational purposes & translation of these purposes into goals

c) A good mission statement should be precise, clear, feasible, distinctive & motivating. Following points are useful while writing a mission of a co. :

a) One of the roles of a mission statement is to give org. its own special identity, business emphasis & path for development – one that typically sets it apart from other similarly positioned co's

b) co's business is defined by what needs it is trying to satisfy, which customer groups it is targeting & technologies & competencies it uses & activities it performs

c) Good mission statements are – unique to org. for which they are developed.

Goals & Objectives

a) Meaning

i) Business organization translates their vision & mission into goals & objectives

ii) Goals are open-ended attributes that denote future states or outcomes

iii) Objectives are close-ended attributes which are precise & expressed in specific terms

iv) Objectives are more specific & translate goals to both long term & short term perspective

b) Characteristics of Objectives

i) Should define organization's relationship with its environment

ii) Facilitative towards achievement of mission & purpose

iii) basis for strategic decision-making

iv) Standards for performance appraisal

v) Concrete & specific

vi) Related to a time frame

vii) Measurable & controllable

viii) Challenging

ix) Different objectives should correlate with each other

x) Set within constraints

c) Long-term objectives

To achieve long-term prosperity, strategic planners commonly establish long-term objectives in 7 areas

i) Profitability

ii) Productivity

iii) Competitive Position

iv) Employee Development

v) Employee Relations

vi) Technological Leadership

vii) Public Responsibility

Values

a) Meaning

A few common examples of values are – Integrity, Trust, Accountability, Humility, Innovation, & Diversity

b) why are values so important?

A company's value sets the tone for how the people of think and behave, especially in situations of dilemma. It creates a sense of shared purpose to build a strong foundation and focus on longevity of the company's success. Employees prefer to work with employers whose values resonate with them - the ones they can relate to in their daily work & personal life

Introduction to Strategic Management (Chart 1.3)

Strategic Levels in Organisations

a) Corporate Level

- i) It consists of **CEO, other senior executives, BOD, & corporate staff**
- ii) These individuals participate in **strategic decision making within org.**
- iii) This role includes **defining mission & goals, determining what businesses it should be in, allocating resources among different businesses, formulating & implementing strategies that span individual businesses, & providing leadership for org. as a whole**

b) Business Level

- i) It consists **divisional managers & staff**
- iii) Business-level manager, is **head of division**
- iii) Strategic role of these managers is to **translate general statements of direction**
- iv) Business-level managers are concerned with strategies that are **specific to a particular business**

c) Functional Level

- i) It consists **Functional Managers**
- ii) Responsible for **specific business functions or operations**
- iii) Whereas general managers oversee operation of a whole co. or division
- iv) It provide most of info that makes it possible for business & corporate level general managers to, **formulate realistic & attainable strategies**
- v) It may **generate important ideas** that subsequently may become major strategies for Co.

Network of Relationship Between the Three Levels

a) Functional & Divisional Relationship

- i) It is an **independent relationship**, where each function or a division is run independently headed by function/division head, who is a business level manager, **reporting directly to business head, who is a corporate level manager.**
- ii) Functions maybe like **Finance, Human Resources, Marketing, etc.**

b) Horizontal Relationship

- i) All positions, from top management to staff-level employees, are in **the same hierarchical position**. It is a flat structure where **everyone is considered at same level.**
- ii) This type of relationship between levels is **more suitable for startups** where the need to share ideas with speed is more desirable.

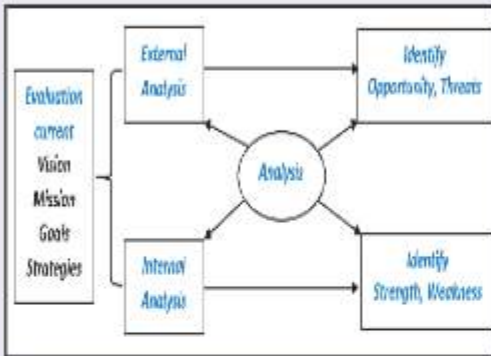
c) Matrix Relationship

- i) It features a **grid-like structure of levels in an organisation**, with teams formed with **people from various departments that are built for temporary task-based projects.**
- ii) This relationship helps **manage huge conglomerates** with ease where it is nearly **impossible to track and manage every single team independently**

TELEGRAM: CANOTE HUB

Strategic Analysis: External Environment (Chart 2.1)

Strategic Analysis



Issues to consider for Strategic Analysis

- a) Strategy evolves over a period of time
- b) Balance of external and internal factors
- c) Risk

Time		
	Start Time	Long Time
External	Errors in interpreting the environment cause strategic failure	Changes in the environment lead to obsolescence of strategy.
Internal	Organizational capacity is unable to cope up with strategic demands.	Inconsistencies with the strategy are developed on account of changes in internal capacities & preferences

Strategic Risks

External Analysis

- a) **Customer Analysis:** Segments, motivations, unmet needs.
- b) **Competitor Analysis:** Strategic groups, performance, objectives, strategies, culture, cost structure.
- c) **Market Analysis:** Size, growth, profitability, entry barriers.
- d) **Environmental Analysis:** Technological, government, economic, cultural, demographic.

Internal Analysis

- a) **Performance Analysis:** Profitability, sales, customer satisfaction, product quality, relative cost, new products, human resources.
- b) **Determinants Analysis:** Past and current strategies, strategic problems, organizational Capabilities and constraints, financial resources, strengths, and weaknesses.

Opportunities, threats, trends, & Strategic uncertainties

Strategic strengths, weaknesses, problems, constraints, & uncertainties

Strategy Identification & Selection

- a) Identify strategic alternatives
- b) Select strategy
- c) Implement the operating plan
- d) Review strategies

Strategy and Business Environment

Business Environment

The term "business environment" refers to a // external factors, influences, or situations that in some way affect business decisions, plans, & operations. Organisational success is determined by its business environment, & even more from its relationship with it.

Strategic management is involved with choosing a long-term direction in relation to these resources and opportunitie. It helps the business in the following ways:

- a) Determine opportunities & threats
- b) Give direction for growth
- c) Continuous Learning
- d) Image Building
- e) Meeting Competition

Micro and Macro Environment

Micro Environment

Micro-environment is related to small area or immediate periphery of an organization . It influences an organization regularly and directly.

Within the micro or the immediate environment in which a firm operates we need to address the following issues -

- a) The employees of the firm, their characteristics and how they are organised.
- b) The existing customer base on which the firm relies for business.
- c) The ways in which the firm can raise its finance.
- d) Who are the firm suppliers and how are the links between the two being developed?
- e) The local community within which the firm operates.
- f) The direct competition and their comparative performance.

TELEGRAM: @NOTESHUB Strategic Analysis: External Environment (Chart 2.2)

Strategy and Business Environment

Understanding Product & Industry

Macro Environment

Elements of Macro Environment

The environment includes factors outside the firm which can lead to opportunities for, or threats to the firm. Although, there are many factors, the most important of the factors are so **clo-economic, technological, supplier, competitors, & government**

- | | |
|-------------------------------|--------------------------------|
| a) Demographic Environment | d) Political-Legal Environment |
| b) Socio-Cultural Environment | e) Technological Environment |
| c) Economic Environment | |

PESTLE- A tool to Analyse Macro Environment

- | | |
|----------------------|--------------------------|
| a) Political factors | d) Technological factors |
| b) Economic factors | e) Legal factors |
| c) Social factors | f) Environmental factors |

Political

- Political stability
- Political principles and ideologies
- Current and future taxation policy
- Regulatory bodies and processes
- Government policies
- Government term and change
- Thrust areas of political leaders

Economic

- Economy situation and trends
- Market and trade cycles
- Specific industry factors
- Customer/end-user drivers
- Interest and exchange rates
- Inflation and unemployment
- Strength of consumer spending

Social

- Lifestyle trends
- Demographics
- Consumer attitudes and opinions
- Brand, company, technology image
- Consumer buying patterns
- Ethnic/religious factors
- Media views and perception

Technological

- Replacement technology/solutions
- Maturity of technology
- Manufacturing maturity & capacity
- Innovation potential
- Technology access, licensing, patents, property rights and copyrights

Legal

- Business and Corporate Laws
- Employment Law
- Competition Law
- Health & Safety Law
- International Treaty and Law
- Regional Legislation

Environmental

- Ecological/environmental issues
- Environmental hazards
- Environmental legislation
- Energy consumption
- Waste disposal

Internationalization of Business

Characteristics of a global business

- It is a **conglomerate of multiple units** but all linked by common ownership.
- Multiple units **draw on a common pool of resources**, such as money, credit, information, patents, trade names & control systems.
- The **units respond to some common strategy**.

Developing internationally

- Evaluate **global opportunities & threats** and rate them with the internal capabilities.
- Describe the **scope of the firm's global commercial operations**.
- Create firm's **global business objectives**.
- Develop **distinct corporate strategies** for the global business & whole organisation.

c) Why do companies go global?

- Often **finding opportunities in other parts of globe** organisation extend their businesses & globalise
- There is **rapid shrinking of time & distance** across globe thanks to faster communication
- It is being **realised that domestic markets are no longer adequate & rich**
- Need for **reliable or cheaper source of raw-materials, cheap labour, etc.**
- Companies **often set up overseas plants to reduce high transportation costs**
- When exporting organisations **find foreign markets to open up or grow big**
- Rise of services to **constitute largest single sector in world economy; & regional economic integration**
- Trend is towards **increased privatization of manufacturing & services sectors**
- made co's in different countries to form **strategic alliances to ward off economic & technological threats & leverage their respective comparative & competitive advantages**

c) International Environment

- Multinational environmental analysis** involves identifying, anticipating, & monitoring significant components of the global environment on a large scale.
- Regional environmental analysis** is a more in-depth evaluation of the critical factors in a specific geographical area
- Country environmental analysis** has to take a deeper look at **imp environmental factors**

Characteristics of Business Product

- Products are either **tangible or intangible**
- Product has a **price**.
- Products have certain features that deliver **satisfaction**
- Product is **pivotal for business**
- A product has a **useful life**

Product Life Cycle

PLC is **S-shaped curve** which exhibits **relationship of sales** with respect of time for product that passes through four successive stages :

- Introduction** - Competition is almost **negligible**, **prices** are relatively **high** & **markets** are **limited**
- Growth** - Demand expands rapidly, **prices fall**, **competition increases** & **market expands**
- Maturity** - Competition gets tough & market gets stabilised, **Profit comes down**
- Decline** - Sales & **profits fall down sharply** due to some **new product** replaces existing product

Strategic Analysis: External Environment (Chart 2.3)

Understanding Product & Industry

Value Chain Analysis

Value chain analysis is a method of examining each activity in value chain of a business in order to identify areas for improvements. When you do a value chain analysis, you must analyse how each stage in the process adds or subtracts value from the end product or service.

Primary activities

- a) Inbound logistic
- b) Operation
- c) Outbound logistics
- d) Marketing & sales
- e) Service

Supportive Activities

- a) Procurement
- b) Technology development
- c) HR management
- d) Infrastructure

Industry Environment Analysis

Porter's Five Forces Model

I) Threat of New Entrants

- a) A firm's profitability tends to be higher when other firms are blocked from entering industry
- b) Common barriers to entry include:-
 - i) Capital requirements
 - ii) Economies of scale
 - iii) Product differentiation
 - iv) Switching costs
 - v) Brand identity
 - vi) Access to distribution channels
 - vii) Possibility of aggressive retaliation by existing players

II) Bargaining Power of Buyers

- a) Buyers of an industry's products or services can sometimes exert considerable pressure on existing firms to secure lower prices or better services
- b) This leverage is particularly evident when
 - i) Buyers have full knowledge of sources of products & their substitutes
 - ii) They spend a lot of money on industry's products
 - iii) Industry's product is not perceived as critical to buyer's needs

III) Bargaining Power of Suppliers

- a) Suppliers can command bargaining power over a firm when:-
 - i) Their products are crucial to buyer & substitutes are not available
 - ii) They can erect high switching costs
 - iii) They are more concentrated than their buyers

IV) The Nature of Rivalry in Industry

- a) Rivalry among competitors tends to be cutthroat & industry profitability low under various conditions explained as follows -
 - i) Industry Leader
 - ii) Number of Competitors
 - iii) Fixed Costs
 - iv) Exit Barriers
 - v) Product Differentiation
 - vi) Slow Growth

v) Threat of Substitutes

Substitute products are a latent source of competition in an industry. In many cases they become a major constituent of competition. Substitute products offering a price advantage and/or performance improvement to consumer can drastically alter competitive character of an industry. & they can bring it about all of a sudden.

Attractiveness of Industry

Important factors on which the management may base conclusions include-

- a) The industry's growth potential, is it futuristically viable?
- b) Whether competition currently permits adequate profitability & whether competitive forces will become stronger or weaker?
- c) Whether industry profitability will be favourably or unfavourably affected by the prevailing driving forces?
- d) The competitive position of an organisation in the industry and whether its position is likely to grow stronger or weaker.
- e) The potential to capitalize on the vulnerabilities of weaker rivals.
- f) Whether the company is able to defend against or counteract the factors that make the industry unattractive?
- g) The degrees of risk and uncertainty in the industry's future
- h) The severity of problems confronting the industry as a whole.
- i) Whether continued participation in this industry adds importantly to the firm's ability to be successful in other industries in which it may have business interests?

TELEGRAM: @NOTE4U Strategic Analysis: External Environment (Chart 2.4)

Industry Environment Analysis	Market & Customer	Competitive Strategy
Experience Curve Experience curve is based on commonly observed phenomenon that unit costs decline as a firm accumulates experience in terms of a cumulative volume of production. It is based on the concept, "we learn as we grow". Experience curve has following features: a) As business organisation grow, they gain experience. b) Experience may provide an advantage over the competition. Experience is a key barrier to entry. c) Large and successful organisation possess stronger "experience effect".	Market Market is a place, business strategist work on marketing to improve the chances of success. The term "marketing" encompasses a wide range of operations, including research, designing, pricing, promotion, transportation, and distribution. Often market activities are categorised and explained in terms of four Ps of marketing – product, place, pricing, & promotion	Competitive Landscape It is about identifying & understanding the competitors & at the same time, it permits the comprehension of their vision, mission, core values, niche market, strengths and weaknesses
	Customer A customer is a person or business that buys products or services from another organisation. Customers are important because they provide revenue & organisations cannot exist without them	Steps to understand the Competitive Landscape- a) Identify the competitor b) Understand the competitors c) Determine the strengths of the competitors d) Determine the weaknesses of the competitors e) Put all of the information together
Value Creation It is an activity or performance by the firm to create value that increases the worth of goods, services, business processes or even the whole business system. Competitive advantage leads to superior profitability. At the most basic level, how profitable a company becomes depends on three factors - a) the value customers place on the company's products; b) the price that a company charges for its products; & c) the costs of creating those products	Customer Analysis It identifies target clients, determines their wants, & then defines how product meets those needs. Thus, it involves the examination & evaluation of consumer needs, desires, & wants. It includes the administration of customer surveys, the study of consumer data, the evaluation of market positioning strategies, development of customer profiles, & the selection of the best market segmentation techniques	
	Customer Behaviour Consumer behaviour may be influenced by a number of things. These elements can be categorised into the following conceptual domains- a) External Influences b) Internal Influences c) Decision Making d) Post-decision Processes	Key factors for competitive success a) On what basis do customers choose between the competing brands of sellers? What product attributes are crucial to sales? b) What resources and competitive capabilities does a seller need to have to be competitively successful, better human capital, quality of product or quantity of product, cost of service, etc.? c) What does it take for sellers to achieve a sustainable competitive advantage, something that can be sustained for long term?

TELEGRAM: @CANOTHEP Strategic Analysis: Internal Environment (Chart 3.1)

Understanding Key Stakeholders

Who are Stakeholders?

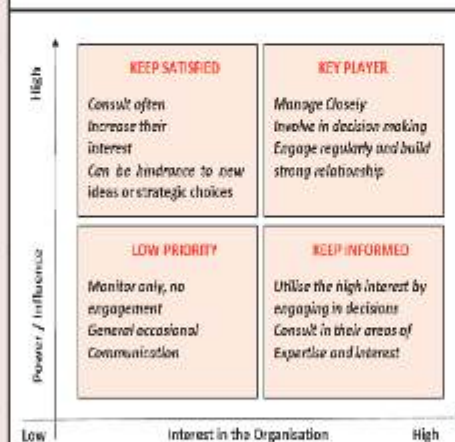
All those individuals & entities that have a stake in its success & can impact it as well. They may be the **employees, shareholders, investors, suppliers, customers, regulators** and so on. This view of the firm is in contrast to the earlier view of the firm that was considered to be an **extension of the owners & shareholders alone**

Ex. of Key Stakeholders & their requirements for an OTT Platform

Stakeholders	Requirements
Shareholders	- Innovation & continuous creative content - Total shareholder return (RoI) - Corporate social responsibility - Top rankings of the org. - Highest market share
CEO and Board of Directors	- Prestige - Market share - Revenue and profit growth - Market rankings
Major Vendors (Production Houses)	- Growth - Stability of ordering - Stable margins
Consumers (Viewers)	- New content - Innovation - Better deals - Pricing Benefits - Value for money - Continuous supply
Employees	- Wages & benefits - Stability of employment - Pride of working for a reputed org.

Mendelow's Matrix

Mendelow's Matrix is based on **Power & Interest**. It suggests to identify **which stakeholders are incredibly important**. Metrics to define the importance being **High Power & High Interest** which management would need to manage closely, while investing a lot of time & resources.



Strategic Drivers

Industry & Markets

Is market the same for all businesses?

Market refers to **all buyers & sellers** of a particular product/ service & so it would be incorrect to say that market is same for all businesses. Each **business has its own set of customers** i.e. **market & more so, each product within a business has its own market**

Analysing Industry and Markets

Industry & market analysis is extremely important to identify one's position as compared to the competitors, who can be of **equal size & value, or bigger in size & value or even smaller & newer**. A tool used for this is called - **Strategic Group Mapping**.

Procedure for constructing a strategic group map & deciding which firms belong in which strategic group is straightforward -

- Identify the competitive characteristics that differentiate firms in industry typical variables are **price/quality range, geographic coverage, degree of vertical integration, product-line breadth, use of distribution channels, & degree of service offered**
- Plot the firms on a **two-variable map** using pairs of these differentiating characteristics
- Assign firms that fall in about the **same strategy space** to the same strategic group.
- Draw circles around each strategic group **making the circles proportional to the size of the group's respective share of total industry sales revenues**

Customers

Customers

Customer versus Consumer

A simple bifurcation yet extremely important for strategy build up.

Consumers are the ones who finally use a product/service, while customers are the buyers of that product.

A customer can be a consumer and vice versa. But for strategy teams especially marketing teams it is important to understand the customer and consumer separately.

TELEGRAM: @CANOTE.HUB Strategic Analysis: Internal Environment (Chart 3.2)

Strategic Drivers

Product/ Services	Channels
Product stands for the combination of "goods-and-services" that the company offers to the target market	Channels are the distribution system by which an organisation distributes its product or provides its service.
For a new product, pricing strategies for entering a market need to be designed and for that matter at least three objectives must be kept in mind -	There are typically three channels that should be considered -
a) Have customer-centric approach while making a product. b) Produce sufficient returns through a reasonable margin over cost. c) Increasing market share.	• The sales channel • The product channel • The service channel
Marketing Strategies	
• Social Marketing • Augmented Marketing • Direct Marketing • Relationship Marketing • Services Marketing • Person Marketing • Organization Marketing • Place Marketing • Enlightened Marketing • Differential Marketing • Synchro-marketing • Concentrated Marketing • Demarketing	

Role of Resources & Capabilities : Building Core Competency

Competency is defined as a combination of skills & techniques rather than individual skill or separate technique
Major core competencies are identified in three areas -
• competitor differentiation, • customer value, and • application to other markets
Criteria for building a core competencies (CC)
• Valuable • Rare • Costly to imitate • Non-substitutable

Combining External & Internal Analysis (SWOT Analysis)

SWOT analysis is the analysis of a business's strengths, weaknesses, opportunities & threats

	Helpful to achieving the objective	Harmful to achieving the objective
Internal Origin (Attributes to the organisation)	Strengths	Weaknesses
External Origin (Attributes to the Environment)	Opportunities	Threats

SWOT Analysis for Internal or External Environment?

SWOT stands for Strengths, Weaknesses, Opportunities & Threats. Internal analysis is more focused on understanding the existing structure & competencies of the business, thus highlighting the Strengths and Weaknesses, while External Analysis is about identifying and preparing for uncontrollable which can either be Opportunities or threats.

Therefore, SWOT Analysis is a tool which is used for both Internal & External Analysis.

Competitive Advantage : Using Michael Porter's Generic Strategies

Sustainability of Competitive Advantage
a) Durability b) Transferability c) Imitability d) Appropriability

Michael Porter's Generic Strategies			
Competitive Scope	Broad Target	Cost Leadership	Differentiation
	Narrow Target	Focussed Cost Leadership	Focussed Differentiation
		Low-Cost products/ services	Differentiated products/ services
Competitive Advantage			

TELEGRAM: @ANOTEHUB Strategic Analysis: Internal Environment (Chart 3.3)

Michael Porter's Generic Strategies

Cost Leadership Strategy		Differentiation Strategy		Focus Strategies		Best-Cost Provider Strategy
i) It is a low cost competitive strategy that aims at broad mass market ii) It is effective when market is composed of many price-sensitive buyers, when there are few ways to achieve product differentiation		i) Aimed at broad mass market & involves creation of a product or service that is perceived by customers as unique ii) Basis of Differentiation- • Product • Pricing • Organization		a) Focused cost leadership i) It requires competing based on price to target a narrow market ii) It charges low prices relative to other firms that compete within target market	b) Focused differentiation i) It requires offering unique features that fulfill demands of a narrow market ii) It concentrate their efforts on a particular sales channel	
Achieving Cost Leadership Strategy	Disadvantages	Achieving Differentiation Strategy	Advantages	Achieving Focused Strategy		Best-cost provider strategy involves providing customers more value for the money by emphasizing on lower cost and better-quality differences. It can be done through - a) offering products at lower price than what is being offered by rivals for products with comparable quality and features Or b) charging similar price as by the rivals for products with much higher quality and better features.
a) Prompt forecasting of demand of a product or service. b) Optimum utilization of resources to achieve cost advantages. c) Achieving economies of scale ; thus, lower per unit cost of product/service. d) Standardisation of products for mass production to yield lower cost per unit. e) Invest in cost saving technologies & using advance technology for smart efficient working. f) Resistance to differentiation till it becomes essential.	a) Cost advantage may not last long as competitors may imitate cost reduction techniques. b) Cost leadership can succeed only if the firm can achieve higher sales volume. c) Cost leaders tend to keep their costs low by minimizing cost of advertising, market research, and research & development, but this approach can prove to be expensive in the long run. d) Technological advancement areas a great threat to cost	a) Offer utility to the customers & match products with their tastes & preferences. b) Elevate/Improve performance of the product. c) Offer the high-quality product/ service for buyer satisfaction. d) Rapid product innovation to keep up with dynamic environment. e) Taking steps for enhancing brand image & brand value. f) Fixing product prices based on unique features of product & buying capacity of customer.	i) Rivalry ii) Buyers iii) Suppliers iv) Entrants v) Substitutes Disadvantages a) In long term, uniqueness is difficult to sustain. b) Charging too high a price for differentiated features may cause the customer to switch-off to another alternative. c) Differentiation fails to work if its basis is something that is not valued by the customers.	a) Selecting specific niches which are not covered by cost leaders and differentiators. b) Creating superior skills for catering such niche markets. c) Generating high efficiencies for serving such niche markets. d) Developing innovative ways in managing the value chain.	Advantages a) Premium prices can be charged by the organisations for their focused product/services. b) Due to the tremendous expertise in the goods and services that the organisations following focus strategy offer, rivals and new entrants may find it difficult to compete.	
Advantages				Disadvantages		
i) Rivalry ii) Buyers iii) Suppliers iv) Entrants v) Substitutes				a) The firms lacking in distinctive competencies may not be able to pursue focus strategy. b) Due to the limited demand of product/services, costs are high, which can cause problems. c) In the long run, the niche could disappear or be taken over by larger competitors by acquiring the same distinctive competencies.		

Strategic Choices (Chart 4.1)

Typologies of Strategies



Corporate Strategy



A

Stability Strategy

a) A stability strategy is pursued by a firm when:-

- i) It continues to serve in same or similar markets & deals in same or similar products & services
- ii) This strategy is typical for those firms whose product have reached the maturity stage of product life cycle or those who have a sufficient market share but need to retain that

Why don't Startups aim for stability?

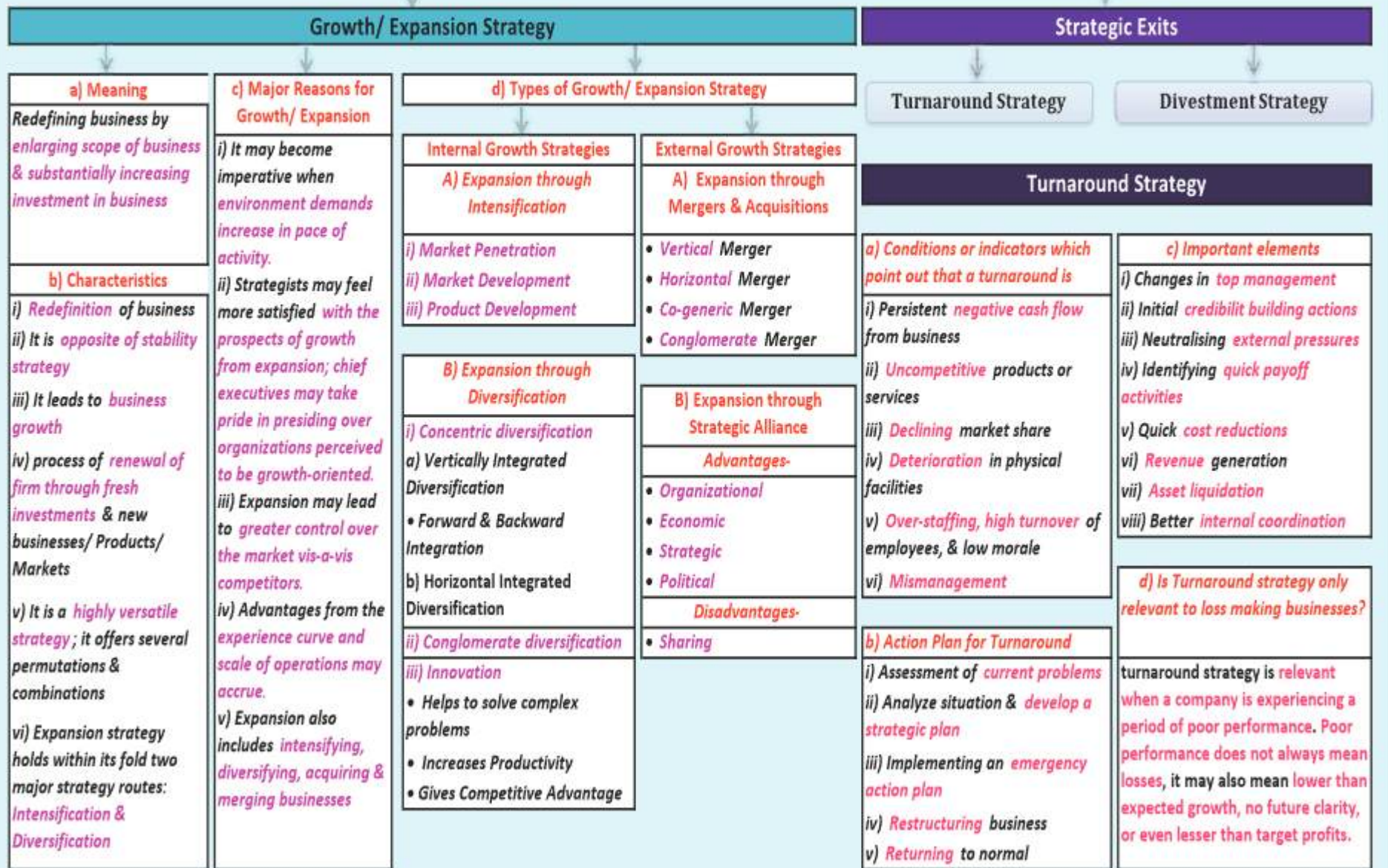
A startup is an entrepreneurial venture in the early stages of ideation & development, generally created for solving real-life problems through technology. For it, the most important factors are speed and agility, because of it being in a nascent stage of operations. Stability on the other hand is more meaningful strategy when the size of operations is expanded to full capacity and business is at a mature stage. Thereby, we rarely see startups aiming for stability.

b) Characteristics

- i) Firm stays with same business, same product- market posture & functions
- ii) Endeavour is to enhance functional efficiencies in an incremental way, through better deployment & utilization of resources
- iii) It does not involve a redefinition of business of corporation
- iv) It is basically a safety-oriented, status quo.
- vi) It does not warrant much of fresh investments
- vii) Risk is less
- viii) concentrating its resources & attention on existing businesses/ products & markets
- ix) firms with modest growth objective choose this strategy.

c) Major Reasons for Stability Strategy

- i) A product has reached the maturity stage of the product life cycle.
- ii) The staff feels comfortable with the status quo as it involves less changes and less risks.
- iii) It is opted when the environment in which an organisation is operating is relatively stable.
- iv) Where it is not advisable to expand as it may be perceived as threatening.
- v) After rapid expansion, a firm might want to stabilize & consolidate itself



Strategic Choices (Chart 4.3)

Turnaround Strategy

a) Major Reasons for Retrenchment/
Turnaround Strategy

- i) The management no longer wishes to remain in business either partly or wholly due to continuous losses and unviability.
- ii) The management feels that business could be made viable by divesting some of the activities or liquidation of unprofitable activities.
- iii) A business that had been acquired proves to be a mismatch and cannot be integrated within the company.
- iv) Persistent negative cash flows from a particular business create financial problems for the whole company, creating the need for divestment of that business.
- v) Severity of competition & the inability of a firm to cope with it may cause it to divest.
- vi) Technological upgradation is required if the business is to survive but where it is not possible for the firm to invest in it, a preferable option would be to divest.

Divestment Strategy

a) A divestment strategy may be adopted due to various reasons -

- i) A business that had been acquired proves to be a mismatch & cannot be integrated within the company.
- ii) Persistent negative cash flows from a particular business create financial problems for the whole company, creating the need for divestment of that business
- iii) Severity of competition & the inability of a firm to cope with it may cause it to divest
- iv) It is not possible for the business to do Technological upgradation that is required for the business to survive, a preferable option would be to divest
- v) A better alternative may be available for investment, causing a firm to divest a part of its unprofitable business

b) Characteristics of Divestment Strategy

- This strategy involves divestment of some of the activities in a given business of firm or sell-out of some of the businesses as such.
- Divestment is to be viewed as an integral part of corporate strategy without any stigma attached.

Strategic Options

Ansoff's product market
growth MatrixGeneral Electric
MatrixBCG growth-
share Matrix

ADL Matrix

Ansoff's product market growth Matrix

Market Penetration	Product Development
Selling existing products into existing markets	New products into existing markets
Market Development	Diversification
Existing products into new markets	New products in new markets

General Electric Matrix

		Business Strength in Industry		
		Strong	Average	Weak
Market Attractiveness	High	Invest	Invest	Hold
	Medium	Invest	Hold	Divest
	Low	Hold	Divest	Divest

BCG growth-share Matrix

		Relative Market Share	
		High	Low
Market Growth Rate	High	Stars Products that are growing rapidly, need heavy investment to maintain position	Question Marks Require lot of cash to hold their share
	Low	Cash Cows Generate cash & have low costs	Dogs Generate enough cash to maintain themselves, but do not have much future

BCG Matrix: Post
Identification Strategies

- i) Build (Question Mark)
- ii) Hold (Star)
- iii) Harvest (Cash Cow)
- iv) Divest (Dog)

ADL Matrix

- i) **Dominant** - Monopoly or strong & protected technological leadership
- ii) **Strong** - Freedom over its choice of strategies & is often able to act without its market position being unduly threatened by its competitors
- iii) **Favourable** - Reasonable degree of freedom
- iv) **Tenable** - Perform satisfactorily, vulnerable to increased competition from stronger co. in market
- v) **Weak** : Performance of firms unsatisfactory, opportunities for improvement exist

Strategy Implementation & Evaluation (Chart 5.1)

Strategic Management Process

Stages in Strategic Management	Strategy Formulation		Strategy implementation		Difference Between Strategy Formulation & Strategy Implementation	
a) Developing a strategic vision & formulation of mission, goals & objectives b) Environmental & organizational analysis c) Formulation of strategy d) Implementation of strategy d) Strategic evaluation & control	Corporate Strategy		Strategy implementation concerns the managerial exercise of putting a freshly chosen strategy into action. It deals with the managerial exercise of supervising the ongoing pursuit of strategy, making it work, improving the competence with which it is executed and showing measurable progress in achieving the targeted results.		Strategy Formulation	Strategy implementation
	Strategic planning	Operational planning			It includes planning & decision-making involved in developing organization's strategic goals & plans.	It involves all those means related to executing the strategic plans.
	<u>Characteristics of Strategic planning</u>	<u>Characteristics of Operational planning</u>			It is placing the Forces before action.	It is managing forces during action.
	a) Shapes the organisation & its resources.	a) Deals with current deployment of Resources			An Entrepreneurial Activity based on strategic decision-making.	An Administrative Task based on strategic & operational decisions.
	b) Assesses the impact of environmental variables.	b) Develops tactics rather than strategy.			Emphasizes on effectiveness.	Emphasizes on efficiency.
	c) Takes a holistic view of the organisation.	c) Projects current operations into the future.			Primarily an intellectual & rational process.	Primarily an operational process.
	d) Develops overall objectives & strategies.	d) Makes modifications to the business			Requires co-ordination among few individuals at the top level.	Requires co-ordination among many individuals at the middle & lower
	e) Is concerned with the long-term success of the organisation.	e) functions but not fundamental changes.			Requires a great deal of initiative, logical skills, conceptual intuitive & analytical skills.	Requires specific motivational & leadership traits.
	f) Is a senior management responsibility.	f) Is the responsibility of functional managers.			Strategic Formulation precedes Strategy Implementation.	Strategy Implementation follows Strategy Formulation.
	Strategic uncertainty and how to deal with it?					
a) Flexibility b) Diversification c) Building Resilience	d) Monitoring & Scenario Planning e) Collaboration and Partnerships					
		Forward & Backward Linkages				
		Forward Linkage	Backward Linkage			
		Different elements in strategy formulation starting with objective setting through environmental & organizational appraisal, strategic alternatives & choice to strategic plan determine course that an organization adopts for itself	Organizations tend to adopt those strategies which can be implemented with help of present structure of resources			
		Issues in Strategy Implementation				
		a) Project implementation b) Procedural implementation c) Resource allocation	d) Structural implementation e) Functional implementation f) Behavioural implementation			

Strategy Implementation & Evaluation (Chart 5.2)

Strategic Change Through Digital Transformation

Strategic Change

Steps to initiate strategic change

- Recognize the need for change
- Create a shared vision to manage change
- Institutionalise the

Kurt Lewin's Model of Change

- Unfreezing the situation
- Changing to the new situation
 - Compliance
 - Identification
 - Internalization
- Refreezing

How does digital transformation work?

Use of digital technologies to develop fresh, improved, or entirely new company procedures, goods, or services is known as "digital transformation"

Change management in the digital transition consists of four essential elements:

- Defining the goals and objectives of the transformation
- Assessing the current state of the organization and identifying gaps
- Creating a roadmap for change that outlines the steps needed to reach the desired state
- Implementing and managing the change at every level of the organization

How does change management work?

Change management is a process or set of tools and best practices used to manage changes in an organization. It assists in making changes in a safe and regulated manner, reducing the possibility of detrimental effects on the company

A properly implemented change management strategy can help an organization to -

- Specify the parameters and goals of the digital transformation
- Determine which procedures and tools need to be modified.
- Make a plan for implementing the improvements.
- Involve staff members and parties involved in the transformation process.
- Track progress and make required course corrections

Change Management Strategies for Digital Transformation

The five best practices for managing change in small and medium-sized

- Begin at the top
- Ensure that the change is both necessary and desired
- Reduce disruption
- Encourage communication
- Recognize that change is the norm, not the exception

How to Manage Change during Digital Transformation

- Specify the digital transformation's aims & objectives
- Always, always, always communicate
- Be ready for resistance
- Implement changes gradually
- Offer assistance and training

Organisational Framework

McKinsey 7S Model

- It refers to a tool that analyzes a company's "organizational design"
- McKinsey 7s Model focuses on how the "Soft Ss" & "Hard Ss" elements are interrelated, suggesting that modifying one aspect might have a ripple effect on the other elements in order to maintain an effective balance.

Hard elements in an org. -

- Strategy
- Structure
- Systems

Soft elements in an org. -

- Shared Values
- Style
- Staff
- Skills

Limitations of this model are -

- It ignores the importance of the external environment and depicts only the most crucial elements within the organization.
- The model does not clearly explain the concept of organizational effectiveness or performance.
- The model is considered to be more static and less flexible for decision making.
- It is generally criticized for missing out the real gaps in conceptualization and execution of strategy.

Organisation Structure

Simple Structure

- It is most appropriate for companies that follow a single-business strategy & offer a line of products in a single geographic market
- Communication is frequent & direct, & new products tend to be introduced to market quickly, which can result in a competitive advantage

Functional Structure

- It groups tasks & activities by business function
- It is simple & inexpensive
- It promotes specialization of labour, encourages efficiency, minimizes need for an elaborate control system, & allows rapid decision making
- It consists of CEO or MD & limited corporate staff with functional line managers in dominant functions

Strategy Implementation & Evaluation (Chart 5.3)

Organisation Structure

Divisional Structure	Multi Divisional Structure	Strategic Business Unit (SBU) Structure		Matrix Structure	Hourglass Structure
1) It can be organized in 4 ways - a) Geographic b) Product or service c) Customer d) Functional 2) Clear Accountability 3) It is based on extensive delegation of authority, managers & employees can easily see results of their good or bad performances 4) It is similar to functional structure, because activities are organized according to the way work is actually performed	It is composed of operating divisions where each division represents a separate business to which top corporate officer delegates responsibility for day-to-day operations & business unit strategy to division managers Multidivisional structure calls for - a) Creating separate divisions, each representing a distinct business b) Each division would house its functional hierarchy; c) Division managers would be given responsibility for managing day-to-day operations; d) A small corporate office that would determine the long-term strategic direction of the firm and exercise overall financial control over the semi-autonomous divisions	An SBU is a grouping of related businesses, which is amenable to composite planning treatment. A multi-business enterprise groups its multitude of businesses into a few distinct business units in a scientific way. Important characteristics of a SBU are - a) It is a single business or a collection of related businesses which offer scope for independent planning & which might feasibly stand alone from the rest of the organization. b) It has its own set of competitors. c) It has a manager who has responsibility for strategic planning & profit performance, & who has control of profit-influencing factors.	Attributes of an SBU & the benefits - a) A scientific method of grouping the businesses of a multi-business corporation which helps the firm in strategic planning b) An improvement over the territorial grouping of businesses & strategic planning based on territorial units c) It is a grouping of related businesses that can be taken up for strategic planning distinct from the rest of the businesses d) Products/businesses that are related from the standpoint of "function" are assembled together as a distinct SBU. e) Unrelated products/businesses in any group are separated f) Grouping the businesses on SBU lines helps the firm in strategic planning by removing the vagueness and confusion g) Each SBU is a separate business from strategic planning standpoint h) Each SBU will have its own distinct set of competitors & its own distinct strategy. i) Each SBU will have a CEO. j) SBUs might build on similar technologies, or all provide similar sorts of products or services k) SBUs might be serving similar or different markets. l) Or it may be that other competences on which the competitive advantage of different SBUs are built have similarities	a) In matrix structures, functional & product forms are combined simultaneously at same level b) It is complex of all designs since it depends upon both vertical & horizontal flows c) It result in higher overhead d) Project objectives are clear Phases for development of matrix structure Davis & Lawrence a) Cross-functional task forces b) Product/brand management c) Mature matrix Network Structure a) It is termed "non-structure" by its virtual elimination b) It becomes useful when environment of firm is unstable & is expected to remain so c) It provides org with increased flexibility & adaptability to cope with rapid technological change & shifting patterns of international trade & competition	1) This structure consists of 3 layers with constricted middle layer 2) Structure has short & narrow middle-management level 3) IT links top & bottom levels in org taking away many tasks that are performed by middle level managers. 4) Managers are generalists & they handle cross-functional issues emanating such as those from marketing, finance or production

TELEGRAM: CANOTEHUB

Strategy Implementation & Evaluation (Chart 5.4)

Organization Culture	Strategic Leadership		Strategic Performance Measures
Corporate culture refers to a company's values, beliefs, business principles, traditions, ways of operating, and internal work environment.	Managers have five leadership roles to play in pushing for good strategy execution - - Staying on top of what is happening, closely monitoring progress, solving out issues, and learning what obstacles lie in the path of good execution. - Promoting a culture of esprit de corps that mobilizes and energizes organizational members to execute strategy in a competent fashion and perform at a high level. - Keeping the organization responsive to changing conditions, alert for new opportunities, bubbling with innovative ideas, and ahead of rivals in developing competitively valuable competencies and capabilities. - Exercising ethical leadership and insisting that the company conduct its affairs like a model corporate citizen - Pushing corrective actions to improve strategy execution and overall strategic performance.	Leadership role in implementation 	Types of Strategic Performance Measures - Financial Measures - Customer Satisfaction Measures - Market Measures - Employee Measures - Innovation Measures - Environmental Measures
Where Does Corporate Culture Come From? A company's culture is manifested in the values & business principles that management preaches & practices, in its ethical standards & official policies, in its stakeholder relationships, in the traditions the organization maintains, in its supervisory practices, in employees' attitudes and behaviour, in the legends people repeat about happenings in the organization, in the peer pressures that exist, in the organization's politics that permeate the work environment Culture: ally or obstacle to strategy execution? organization's culture is either an important contributor or an obstacle to successful strategy execution. The beliefs, vision, objectives, and business approaches and practices underpinning a company's strategy may or may not be compatible with its culture Role of culture in strategy execution - Perils of Strategy-Culture Conflict - Creating a strong fit between strategy & culture - Changing a problem culture		Responsibilities of Strategic Leader - Making strategic decisions - Formulating policies & action plans - Ensuring effective communication - Managing human capital - Managing change in org. - Creating & sustaining strong corporate culture - Sustaining high performance over time	The Importance of Strategic Performance Measures - Goal Alignment - Resource Allocation - Continuous Improvement - External Accountability
	Effective Strategic Leadership 	Approaches to leadership style Transformational leadership style- - It uses enthusiasm to inspire people to exert them for good of organization - Transformational leaders offer excitement, vision, intellectual stimulation & personal satisfaction Transactional leadership style- - It uses authority of its office to exchange rewards, such as pay & status - More formalized approach to motivation, setting clear goals with explicit rewards or penalties for achievement or non-achievement	Choosing the Right Strategic Performance Measures - Relevance - Data Availability - Data Quality - Data Timeliness

Strategy Implementation & Evaluation (Chart 5.5)

Strategic Control

It is function intended to ensure & make possible performance of planned activities & to achieve pre-determined goals & results

Elements

- a) *Objectives & characteristics of system which could be operationalized into measurable & controllable standards*
- b) *Mechanism for monitoring & measuring characteristics of system*
- c) *Mechanism for comparing actual results with reference to standards, detecting deviations from standards & learning new insights on standards themselves*
- d) *Mechanism feeding back corrective & adaptive information & instruction to system, for effecting desired changes*

Types of organizational control

Operational Control

It is on individual tasks or transactions as against total or more aggregative management functions

Management Control

It is more inclusive & more aggregative in sense of embracing integrated activities of complete department, division or even entire org, instead or mere narrowly circumscribed activities of sub-units

Strategic Control

- 1) *It focuses on dual questions of whether:*
 - a) *Strategy is being implemented as planned*
 - b) *Results produced by strategy are those intended*
- 2) *It is process of evaluating strategy as it is formulated & implemented*
- 3) *Types of Strategic Control :*
 - a) *Premise control*
 - b) *Strategic surveillance*
 - c) *Special alert control*
 - d) *Implementation control*
 - (i) *Monitoring strategic thrusts*
 - (ii) *Milestone Reviews*