

QUICK REFERENCE

4000+ KEY WORDS AND PHRASES

| | | | |
|------------------------|-----------------------------------|---------------------------------|------------------------------|
| Accelerated growth | Adult services | Alternate supplier | Asset |
| Accelerating costs | Advance security | Alternate supplier approvals | allocation |
| Access requirements | | Alternative career programs | base |
| Account development | Advanced | Alternative educational | disposition |
| Account management | cartographics data system | direction | divestiture |
| Account relationship | navigational technologies | Alternative educational | management |
| management | scientific applications | programs | protection |
| Account retention | systems design | | purchase |
| Accountability | systems technology | Alumni relations | recovery |
| Accounts payable | technology | Ambulatory care | valuation |
| Accounts receivable | technology solutions | Amenities | value |
| Accreditation | training | American Disabilities Act (ADA) | -based lending |
| Acquisition | | Analytical skills | Audit controls |
| Acquisition agreement | Advertising communications | Annual | Audit examination |
| Acquisition candidates | Advertising materials | expenditures | Audit management |
| Acquisition management | Advertising specialty distributor | funding | Audit review processes |
| Acting executive | Advertising specialty | operating budget | Automated |
| Action-driven | representative | operating costs | check clearing process |
| Actual billings | Advisory affairs | performance reviews | design technologies |
| Actual receivables | Advocacy | training meetings | EDP system |
| Acute care facility | Aerospace industry | Anticipated billings | manufacturing |
| Adjudication | Affiliate organizations | Anticipated receivables | purchasing system |
| Adjunct faculty | Affirmative action | Antitrust | voice response (AVR) |
| Adjustable rate loans | Agency operations | Applications development | voice response (AVR) |
| Administration | Agency relations | Architectural designer | technology |
| | | Architecture | by-products |
| Administrative | Air freight operations | Articulation program | mechanical issues |
| affairs | management | Artificial intelligence (AI) | -winning |
| assistant | Air/sea delivery operations | Assembly operations | Assortment analysis strategy |
| expenses | Aircraft/fleet operations | Assembly processes | |
| infrastructure | management | Association management | |
| introduction | Assisted living | | |
| law | | | |
| processes | | | |
| requirements | | | |
| support | | | |
| support functions | | | |
| management | | | |

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| Back office operations | Benefit and compensation | Brand identification program | Business |
| Backbone | Benefit cost control | Brand management | colleagues |
| Bad debt portfolio | Benefit obligations | Brand strategy | development |
| Balance sheet | Benefit plan compliance | | development initiatives |
| | Benefit programs | Breakeven | development materials |
| Bank reconciliation | Benefits administration | Breakeven analysis | development process |
| Banking institution | Benefits & risk management | | ethics |
| Banking network | | Briefs | ethics round-table |
| Banking relationships | Best practices | Broad-based | expansion |
| Bank-wide | Best practice work processes | Broadcast costs | group |
| Banquet operations | Best-in-class | Broadcast interviews | infrastructure |
| Basic interview skills workshop | | Broadcast media | leadership |
| Behavior management | Beta testing | | market |
| Behavior modification | Bias crime investigation | Budget administration | operations |
| Benchmark | Bid review | Budget allocation | partners |
| Benchmarking project | Bidding process | Budget oversight | partnership |
| | Billing system | Budget projections | plans |
| | Board of Directors | | process design |
| | Board relations | Building code compliance | process reengineering |
| | | Building trades | reengineering |
| | Bottom-line profitability | Bulk purchasing | resources |
| | Bottom-line profits | | segment general managers |
| | | | targets |
| | Branch operations | | travel markets |
| | Branch reporting system | | unit |
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| Call duration | Carrier management | Citation for excellence | Commercial |
| Call response costs | Case law | Civil cases | airline load requirements |
| Call to action | Case management | Civilian bar | architecture |
| Call volume | Case planning | | architectural firm |
| | CASE tools | Claims administration | banking |
| Campaign design | Casework | Claims defense | credit |
| Campaign management | Casework planning | Claims processing systems | development |
| Campus life | | Class action lawsuit | energy markets |
| Cannibalization | Cash | Classroom instruction | enterprise |
| | disbursements | Classroom management | markets |
| Capabilities statements | flow analysis system | Clean room environmental | paper |
| Capacity and consolidation | flow needs | systems | property |
| analysis | flow performance | | systems vendors |
| Capacity planning | flow projections | Client | |
| | flow systems | advocacy | Commissioning |
| Capacity planning requirements | management | communications | Commodities |
| Capital | management functions | consultation | Commodities purchasing |
| assets | management program | development | Commodities trading |
| budgeting reviews | | management | |
| budgets | CD-ROM technology | placement | Common carrier |
| equipment | Cell manufacturing | population | Communicable diseases |
| equipment acquisition | Cellular communications | relationships | Communication materials |
| expenditures | Centralized collections | review proceedings | Communication skills training |
| formation | Centralized production | /server | Communications program |
| gains | operation | /server architecture | |
| gains tax | Certificate of need (CON) | /server technology | Community |
| giving campaign | Change management | service-driven | affairs |
| improvement | | | -based |
| investments | Channel communication | Clinic visits | -based intervention |
| manufacturing equipment | program | Clinical intervention | clinic |

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| project advancement architect planning counseling development direction handling processing delays | Channel development Channel development initiatives Channel marketing Channel pricing strategies Chapter Characteristics models Chemical analysis Chemical engineering Chronic care facility | Clinical intervention team Clinical services Club management Cobalt imaging system Collateral responsibility Collection policies Collection procedures College recruitment | development hospital leaders outreach outreach programs policing program relations revitalization teaching |
| Company assets Company security personnel Company transactions Company-wide | Computer -aided design (CAD) -aided engineering (CAE) -aided manufacturing (CAM) -based systems integrated manufacturing (CIM) science | Construction injury claims overrides management programs projects -related products trades | Contract administrative support personnel administration authors awards change order delivery development dissolution compensation negotiations purchase agreements terms and conditions transportation services response |
| Compensation Compensation administration Compensation design Compensation models Competency-based performance | Computerized bid system expense purchasing information retrieval systems library filing system operations planning software | Consultative sales Consultative selling Consulting firms Consulting position Consulting relationship Consulting services | Contracting processes Contracts law Contractual agreement Contractual and legal agreements Contractual disputes Contractual terms |
| Competitive award analysis bidding brands business market contract award edge incentive intelligence lead leasing market intelligence market lead market position position pricing issues product positioning positioned intelligence surveys market analysis | Computing solutions Concept acceptance Concentrated marketing Concept development Conceptualization Concurrent design and engineering Concurrent engineering Concurrent engineering processes Concurrent executive responsibility | Consumer affairs distribution system appeal banking -based technology credit data evaluation financial services goods industry groups issues lending lending relationships market demands products industry transportation | Controllership function Conventional retail channels Conversion rate |
| Complex joint venture Comprehensive | Conference management Conference planning Conference scheduling | Continuances Continuing education Continuity of care Continuous improvement Continuous process improvement Continuous quality improvement (CQI) | Cooperative advertising Cooperative educational programs Cooperative efforts Cooperative internal operations Cooperative research programs Copyright law |
| Comprehensive delivery systems Comprehensive marketing plan Comprehensive recruitment strategy Comprehensive wellness program | Confidential correspondence Conflict management Consensus building Consensus decision making Conservative culture Consolidated functions Consolidating activities Consolidation system Consolidations | Creative concept Curriculum Creative design Curriculum Creative services Custom | Core business functions business systems competencies domestic financial systems drivers functions instructional programs operation functions productivity requirements |
| Corporate administration by-laws centers clients | Corporate representative | | Curriculum design |

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|-------------------------|-----------------------|--------------------------------|------------------------------|
| communications | secretary | Credibility Custom | Curriculum development |
| counsel | security | Credit administration | |
| credit | sponsors | | Custom products |
| credit policy | sponsorship | Credit analysis | Custom vs. standard products |
| culture change | tax | collections | |
| dining room | taxation | collection processes | |
| debt | training center | and financial services | |
| development | treasury function | authorization | |
| downsizing | vision | authorization procedures | |
| espionage | | decisioning | |
| ethics committee | Correspondent banking | operations | |
| executives | | underwriting | |
| executive protection | Cost | valuation | |
| expansion | accounting | | |
| financing transactions | accounting systems | Criminal cases | |
| fraud | allocation practices | Criminal law | |
| giving | analysis | | |
| headquarters | avoidance | Crisis communications | |
| identity | center | Crisis intervention services | |
| image | containment | Crisis management | |
| intelligence | control | Crisis response | |
| law | -effective | | |
| legal affairs | -efficient | Critical care | |
| legal staff | improvement | Critical path (CPM) scheduling | |
| loans | increases | Critical task analysis | |
| mission | justifications | | |
| model | objectives | Cross | |
| performance | of services | -border transactions | |
| pricing | per contract | -cultural communication | |
| quality & performance | reduction | -cultural relations | |
| standards | reduction programs | -functional management | |
| record-keeping | -saving | expertise | |
| Customer | savings | -functional team | |
| acquisitions | -sensitive | -functional team leadership | |
| applications | /benefit analysis | -functional technology team | |
| automotive service | | -sell performance | |
| base | Counseling | -technology | |
| buying | Counselor | | |
| communications | Courier services | Cumulative cost reductions | |
| communications campaign | Course design | Currency hedging programs | |
| communications programs | Customer | Customer | |
| credibility | premiums | service objectives | |
| delivery | questionnaires | service organization | |
| delivery operations | information services | support | |
| demand | response operations | support operations | |
| development | response organization | surveys | |
| development initiatives | retention | technology installations | |
| expectations | retention rates | tracking database | |
| focus groups | satisfaction | -driven management | |
| incentives | satisfaction levels | | |
| information analysis | satisfaction ratings | Cutting-edge | |
| liaison | sectors | Cycle time reduction | |
| loyalty | service | | |
| management | service functions | | |
| management program | service levels | | |
| needs assessment | service management | | |
| performance standards | | | |

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| Data | Design and engineering | Daily operations management | Document management |
| analysis | Design evaluation | Daily production flow | |
| center operations | Design facility | Daily sales operations | Documentation procedures |
| collection | Design modifications | Daily service operations | Documentation processes |
| communications | Design/ratings specifications | | |
| delivery | | Discharge planning | Domestic operations |
| dictionary | Desktop technology | Disciplinary action | Domestic tax liability |
| entry | Desktop technology market | Discovery | Downsizing |
| processing | | Discretionary funding | Downtrends |
| processing & | Development | Discriminatory hiring practices | Downturn |
| communications | and analysis | Dispatch operations | Downward profit trends |
| recovery | engineering | | Downward trend |
| support center | programming | Distribution | Driver leasing |
| administration | programs | agreements | Driver training |
| Database administration | projects | channels | |
| function | strategy | contracts | Due diligence |
| Database design | products | development | Due diligence reviews |
| Database server | Diagnostic evaluation | facilities | Due diligence team |
| | Diagnostic services | operations | Dynamic |
| Day-to-day legal operations | Digital system programs | management | |
| Day-to-day operations | Diplomatic protocol | network | |
| | Diplomatic relations | management | |
| Debt and equity transactions | | process | |
| Debt financing | Direct | base | |
| Debt management | intermediary | markets | |
| Debt portfolio | mail campaign | | |
| Debt service proformas | mail marketing | Distributor sales programs | |
| | mail programs | District sales | |
| Decision-making | management reports | Diversification | |
| Decision-making authority | operations | Diversification strategy | |
| Dedicated logistics operations | response campaigns | Diversity management | |
| | response marketing | Diversity requirements | |
| Defense-based | responsibility | Divestiture | |
| Defense-based R & D division | | Divestment strategy | |
| | Direct sales | Divisional requests | |
| Demand analysis | Direct sales associates | | |
| Demand strategy | Direct sales force | Document flow | |
| Departmental infrastructure | Direct sales programs | Document imaging | |
| Departmental output | Direct sales team | Document imaging systems | |
| Deposit base | | Document imaging technology | |
| Depositions | Disaster recovery | | |
| Depository services | Disaster recovery processes | | |
| Deregulation | | | |

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| Early retirement plan | Emergency medical systems (EMS) | Energy assistance funds | Equity capital venture |
| Easily-accessible | Emergency planning and response | Energy conservation project | Equity financing |
| Economic development project | Emergency preparedness | Energy provider | Equity management |
| espionage | Emergency response | Enforcement and defense actions | Eroding business environment |
| growth | Emergency unit availability | Engineering applications | Estimating |
| market size | Emerging business venture | Engineering change order (ECO) | Ethernet |
| ordering quantity | Emerging markets | Engineering documentation | Ethics |
| methodology | Emerging multi-media technologies | Engineering organizations | European economic community (EEC) |
| trends | Emerging technologies | Engineering modifications | Evaluation period |
| rates | | | Event management |
| Economically disadvantaged | Employee | Enhanced accountability | Executive |
| Education foundation | assistance program (EAP) | Enrollment | assistant |
| Educational administration | base | Enterprise systems | board presentations |
| Educational opportunities | communications | Entrepreneurial leadership | consulting practice |
| Educational programming | downsizing | Environment of achievement | -level |
| Educational standards | empowerment | Environmental | liaison affairs |
| Efficiency | incentives | compliance | management team |
| Efficiency improvement | involvement teams | engineering | negotiations |
| Efficiency ratings | labor agreements | health and safety (EHS) | officer support |
| Electrical engineering | law | programming | presentations |
| | morale | standards | Existing product revitalization |
| Electronic advertising | payroll deduction | systems maintenance | Expansion strategies |
| claims processing | participation | testing | |
| | productivity | Equal Employment Opportunity | Expense controls |
| E-commerce | recognition | | Expense reports |
| commerce product line | recognition events | Equipment acquisition-allocation | Experimental design |
| data interchange (EDI) | relations | Equipment control | Experimental methods |
| mail (Email) | retention | Equipment management | Expert systems |
| media | satisfaction | Equipment rental programs | Export |
| surveillance | selection | Equipment resources | Export financing |
| systems deployment | Stock Ownership Plan (ESOP) | Equitable compensation | Export operations |
| components acquisition | surveys | | Extension program |
| engineering | turnover | | |
| | credentials | | |
| Electronics technologies | law | | |
| | opportunities | | |
| | End user support | | |
| | Endowment funds | | |
| | Energetic change agent | | |

| Facilities | Field | Financially viable | Full |
|------------------------------|----------------------|--------------------------------------|---------------------------------|
| consolidation | operations | | autonomy |
| development | patrol | Finite element analysis | operational responsibility |
| engineering | performance | First-ever | responsibility |
| expansion | productivity | Fiscal budgets | -scale market launch |
| expenses | research | 5-year financial and accounting plan | -scale operation |
| maintenance program | sales management | Fixed price contracts | -scale production |
| management | sales organization | Fleet management | -service |
| management program | service operation | | time equivalent (FTE) |
| management system | service organization | Flexible lines of credit | Fully-integrated MIS technology |
| renovation | support | Flexible work agreement | Functional supervision |
| requirements | surveillance | | Funding approval |
| improvement | training | Flight safety services | |
| staffing | | Flowcharts | Fundraising |
| | Financial | Focus groups | Fundraising campaigns |
| Faculty development | advisors | Follow-up care | Fundraising initiatives |
| Fair market value pricing | affairs | | Fundraising solicitations |
| Family counseling | analysis | Forecasted budget | |
| Family law | analysis models | | Funds acquisition |
| Family-owned | analyst | Foreign competitive review | Funds disbursement |
| Fastest growing division | arena | Foreign exchange | Funds transfer operations |
| | audits | Foreign government affairs | |
| Fast-paced | burden rates | Foreign investment | |
| Fast-track promotion | community | | |
| Fault analysis | competencies | Forensic accounting | |
| Fault tolerant client server | controls | Foundation management | |
| | counsel | Fourth generation language | |
| Feasibility analysis | data | | |
| Feasibility project | gains | Frame relay | |
| Federal jurisdictions | institutions | Frame relay technology | |
| | management | | |
| Fee billing | models | Franchise community | |
| Fee income | planning | Franchise owners | |
| | projections | Fraud | |
| Field | reporting | Free-standing community | |
| administrators | restructuring | clinics | |
| compensation management | services institution | Freight consolidation | |
| construction management | services network | Frontline leadership | |
| crews | software industry | Fulfillment | |
| engineering personnel | statements | | |
| installation | systems | | |
| instruction | systems maintenance | | |
| marketing | targets | | |
| marketing staff | tools | | |
| | turnaround | | |

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| Garnishment | Global | Government | GUI application |
| General management methods | banking | affairs | Graphics development tools |
| General partnership | consulting group | agency bids | Graphics programming |
| General purpose image processing | expansion | contracting | Grassroots campaign |
| hardware | expansion plan | grant opportunities | Grievance proceedings |
| Geographic information system (GIS) | manufacturing network | liaison affairs | Ground floor |
| Geographically dispersed staff | market | relations | Grounds maintenance |
| GIS technology | market expansion | -subsidized | Group buying consortium |
| | market launch | Grant administration | Group counseling |
| | market position | Grant dollars | Group medical practice |
| | marketing | Graphical user interface (GUI) | Guarantee program |
| | sales | | |
| | sales offices | | |
| | systems support | | |
| Hardware configuration | High | Holistic education | Hands-on experience |
| Hardware development | -caliber service | Holistic medicine | |
| Hardware engineering | -end | | |
| Hazardous materials | -growth | Home healthcare | |
| | -growth organization | Home healthcare agency | |
| Headquarters account management | -impact | | |
| Headquarters facilities operations | -impact presentations | Hospital foundation | |
| Health maintenance organization (HMO) | -level | Hospitality industry | |
| | -performance | Hospitality management | |
| Healthcare | -potential | Host-based system | |
| administration | -profile | | |
| complex | -quality | Human | |
| cost containment | -quality coverage | relief services | |
| delivery procedures | -tech | resources | |
| delivery systems | -tech corporations | resources affairs | |
| education program | technology services | resources generalist affairs | |
| provider | Highly competitive | resource allocation | |
| research complex | Highly efficient | resources partnerships | |
| specialists | Highly proficient | services | |
| unit | Highly profitable | services agencies | |
| | Highly technical | service organizations | |
| | | service program | |
| Help desk | Historic property renovation | | |
| Help desk staff | Historic property resale | | |
| Hierarchical organization | | | |

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| IBM administrative software system | Information access | Interactive graphics software | Internet |
| IBM based logistical software programs | Information dissemination | Interactive instruction program | Interpersonal relations |
| IBM based material handling software | Information systems design | Interactive technology | Interrogation |
| | Information technology (IT) | Intercollegiate athletics | Interrogatory |
| | Infrared search and track imaging | Interdisciplinary team | |
| Imaging technology | Infrastructure | Inter-fraternity functions and events | Inventory analysis |
| Immediate and long-term revenues | Infrastructure development | Interim executive | commodities controls |
| Implementation efforts | | Intermodal transportation network | costs expenses |
| Importing operations | In-home healthcare | | holding costs levels |
| Import-restricted raw materials | committee | Internal business processes | maintenance management |
| Inbound service operation | information systems research | business systems consulting operations | planning shrinkage |
| Incentive-based | sales programs | controls operating processes | |
| Incentive planning | specialty healthcare practices | processes reorganization | |
| Incentive structures | | sales controls | Investigations management |
| Incident rate | Initial consultation sessions | | Investigative services |
| Incremental profit potential | Initial discovery procedures | | Investigative operations |
| | Initial marketing plan | International alliances | |
| Independent consultant | Initial public offering (IPO) | business development | Investment management |
| Independent franchisee | | business operations | Investment partnerships |
| Independent subsidiary | | business protocol | Investment performance |
| In-depth experience | Inpatient admission | commodities trading | Investment returns |
| Indirect sales | Inpatient care | employment experience | Investment tax credits |
| Indirect sales force | | finance financing | |
| | Instant customer service | freight forwarding | Investor accounting |
| Individual cost centers | Institution building and support | liaison | communications |
| Individual counseling | Institutional chain sales | licensee | group |
| Individual sales performance | Institutional Education System (IES) | marketing | lending programs |
| Individualized treatment plans | | media coverage | relations reporting |
| | In-store promotions | negotiations | |
| Industrial development | In-store sales promotions | programming | Issues management |
| engineering | | sales | |
| espionage | Instructional materials | sourcing | |
| hygiene | Instructional media | subsidiary | |
| medicine | Instructional programming | support program | |
| security | Instructional system development (ISD) | trade | |
| | Insurance/risk management | | |
| Industry analysis | | | |
| association | Intellectual property | | |
| -leading | Intellectual property protection | | |
| peers | technology | | |
| -specific operations | Intelligence gathering activities | | |
| relations | | | |
| team | | | |
| training | | | |
| trends | | | |

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| Job classification | Landlord-tenant contracts | Licensing | Long-range - Long-term |
| Job costing | Landmark decision | Licensing agreements | business forecast |
| Job costing standards | Large-scale regional sales | Life skills training | business planning |
| Job skills training | Law enforcement | Lifelong learning | career planning |
| Job task analysis | Lead tracking system | Limited Liability Corporation (LLC) | development |
| Joint | Leadership assessment | Limited partnership | planning |
| application development | Leadership development | Line extension | strategies |
| (JAD) | Leadership programs | Line management | care |
| exploration projects | Leadership training | Line of credit | growth |
| public-private venture | Leading edge | Line responsibility | health facilities |
| spouse maternity leave | Learner retention | Liquidity | market viability |
| programs | Lease administration | Litigation | potential |
| systems development | Lease/buy alternatives | Litigation affairs | projections |
| venture | Lease negotiations | Load analysis | staffing requirements |
| venture analysis | Leasing management | Loan | travel assignments |
| venture programs | Leasing options | administration | Loss prevention |
| venture transactions | Leasing services | authorization | Low-cost supplier |
| Judicial affairs | Leasing transactions | financing | |
| Juris Doctor (JD) | Legal | portfolio | |
| Just-in-time (JIT) purchasing | advocacy | processing | |
| Key | agreement | quality | |
| account management | consultation | recovery procedures | |
| account retention | contracts | underwriting | |
| customer relationships | counsel | Local area network (LAN) | |
| elements | documentation | LAN technology | |
| liaison | proceedings | Local business community | |
| management positions | representation | Local buying activity | |
| performance indicators | research | Local economic trends | |
| projects | affairs | Local jurisdictions | |
| Labor | requirements | Logistics | |
| agreement | Legislative review/analysis | Logistics functions | |
| arbitration | Lender/investor relations | Logistics management | |
| contract negotiations | Lending institution | Logistics organization | |
| cost controls | Letters of credit | | |
| cost reductions | Level of profitability | | |
| disputes | Leveraged buy-out (LBO) | | |
| efficiency | Liability exposure | | |
| law | Liability management | | |
| negotiations | | | |
| mediation | | | |
| relations | | | |
| shortages | | | |

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|---|-------------------------------|-------------------------------------|-------------------------------|
| Mail and messenger services | Manufacturing | Marketing | Materials |
| Mail response costs | complex | share increase | acquisition |
| Mail turnaround time | costs | share quotas | forecasting |
| Mainframe | engineering | share ratings | management |
| Mainstreaming | facilities | share reduction | planning |
| Maintenance engineering | integration | success | repair |
| Make/buy analysis | operation reviews | survey | replenishment ordering |
| Malpractice | operations | trends | (MRO) |
| Managed care | plans | viability | replenishment system (MRP) |
| Managed healthcare delivery system | practices | visibility | |
| | process | -driven management | Matrix management |
| | subsidiaries | | Matrix management environment |
| | technology | Marketing | |
| | improvement | activities | |
| Management candidates | Maritime operations | analysis | Mature hardlines market |
| communications | | analysis programs | Mature markets |
| consulting firm | Market | campaigns | Measurable gains |
| development | analysis | collaterals | Mechanical engineering |
| /employee incentive program | capitalization | communications | |
| expectations | competitiveness | competitive analysis | Media |
| hierarchy | demand | consulting services | buys |
| information systems (MIS) | demographics | corporation | coverage |
| personnel | development | display materials | inquiries |
| seminars | entry | investment | interviews |
| service organization (MSO) | expansion | management | markets |
| system | focus | materials | placement |
| team | image | plans | relations |
| tiers | introduction | resource issues | scheduling |
| training and development | launch | segment | |
| Managerial skills | leadership | strategy | Mediation |
| Manhours | niches | support | |
| Manpower planning | opportunities | Mass merchant | Medical referrals |
| Manual processes | opportunity analysis | Mass merchant channels | Medical support |
| | penetration | Mass merchant markets | Meeting planning |
| | performance | | |
| Manufacturers representative | positioning | Master community association | Member communications |
| Manufacturers representative organization | presence | Master schedule | Member development |
| | prospecting | Master scheduling | Member-driven organization |
| | repositioning | | Member products |
| Merger | research | Material costs | Member retention |
| Merger/divestiture analysis | share | Material management | Member services |
| Merit promotion | share improvement | programs | Memoranda |
| Messenger services | | | |
| Methodologies | Multi | Multimedia communications | Merchandisers |
| Methods design | -branch | Multimedia content design | Merchandising |
| Micro-credit lending | -channel distribution network | Multimedia demonstration techniques | Merchandising program |
| Military legal system | -channel sales | Multimedia marketing communications | Merchant banking |
| | -disciplinary team | Multimedia technology | |
| Mission planning | -district task force | Multimedia training | |
| Mission statement | -function experience | Multimedia tutorial | |
| MIS technology | -hospital network | | |
| Mixed use property | -industry experience | Multinational | |
| Model display | -lingual | Multinational workforce | |
| Motions | advertising | | |
| | modal freight marketing | | |

- site call center management
- site management
- site operations
- site operations management
- site regional sales
- tasking
- tiered systems
- unit operations
- unit residential property
- use complex
- user interface
- vendor systems integration
- year process

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|------------------------------|--------------------------------|------------------------------|--------------------------------|
| National | Not-for-profit | National account management | Optics engineering |
| communities | Nuclear engineering | On-time delivery | Optimization |
| competition | Nursing personnel | On-time delivery performance | Optimizing raw materials |
| foundation | Nursing services | One-on-one service program | Optimizing software |
| media coverage | Nursing staff | Open environment | Optimum services |
| recruiting program | Object oriented | Open-to-buy program | Optimum strategies |
| service and parts center | Occupancy | Operating and maintenance (O | Optimum utilization |
| teams | Occupancy levels | & M) | Order fulfillment |
| Nationwide | Occupancy rates | Operating | Order processing |
| Nationwide market share | Occupancy ratings | budgets | Organization-wide |
| Needs analyses | Occupational health | divisions | Organizational |
| Negative cash flow | Occupational health and safety | enhancements | change |
| Negotiations | (OH&S) | environments | culture |
| Net operating expenses | Occupational medicine | executives | design |
| Net sales increase | Occupational medicine facility | goals | development (OD) |
| Net worth | Occupational Safety and Health | infrastructure | goals |
| Network | Administration (OSHA) | leadership | infrastructure |
| Network administration | Office | locations | leadership |
| New | affairs | margin | liaison affairs |
| account development | automation (OA) | procedures | mission |
| accounts | equipment | profit growth | needs |
| business development | management | requirements | needs assessment |
| business feasibility studies | productivity tools | standards | performance |
| company identification | relocation | system | restructuring |
| hire orientation | services | manual | vision |
| market development | supply costs | risk | Organized crime investigations |
| product development | -premise events | Operational | Outbound service operation |
| product enhancement | Offshore operations | audits | Outbound transportation |
| product innovations | Offshore purchasing | competencies | Out-licensing effort |
| product introduction | Offshore sales | department functions | Outpatient |
| product launch | Off-site contractors | efficiency | Outpatient care |
| product roll-out | On-budget completion | feasibility | Outpatient facility |
| project development | On-going business | goals | Outreach programs |
| property development | On-going litigation | reference manual | Outsourced operation |
| store openings | Ongoing projects | support | Outsourcing |
| Next generation products | On-hand inventory assets | Operations | Outstanding receivables |
| Non-compliance issues | Online | integration | Overall advertising objective |
| Non-exempt employees | | management | |
| Non-performing assets | | mapping process | |

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|---|--------------------------------------|---------------------------------------|-----------------------------------|
| Non-performing employees | On-premise operations | marketing process | Overhead costs |
| Non-productive trade support | On-site health examinations | reengineering | Over-quota production |
| Non-technical personnel | On-site inspection | start-up | |
| | On-site security | | |
| | On-site stevedoring | | |
| Packaging graphics | Perimeter searches | Policy development | Primary care |
| Packaging system | Peripherals | Policy recommendations | Primary care facility |
| Paperless purchasing and invoicing system | Perpetual inventory system | Political action committee (PAC) | Primary vendors |
| Parallel systems operations | Personal career objectives | Political affairs | Principal and penalty liabilities |
| Part task trainer | Personal injury | Political liaison affairs | Principal investor group |
| Participative management | Personal production | | Print costs |
| Partnering program | Personal protection | Port operations | Print media |
| Partnership accounting | Personal security protection | | Print production company |
| Patent acquisition program | Personnel allocation | Portfolio | |
| Patent and trademark origination | Personnel assignment | Portfolio management | Private |
| Patent law | Personnel expenses | Portfolio valuation | duty healthcare system |
| | Personnel management | Portion control | investigator |
| | Personnel training | Position classification | investment |
| Patient accounting | Petitions | Positive cash flow | label program |
| Patient accounting operations | | Positive income impact | organizations |
| Patient care standards | Physical distribution | POS promotions | partnerships |
| Patient demographics | Physical inspection | Post-sales customer support | pay |
| Patient relations | Physical inventory | Potential best practices | properties |
| | Physical resources | Potential cash flow losses | security firm |
| Patrol assignments | Physical security operations | Practice management | Proactive development |
| Payroll expenditures | | Predictive failure analysis | Proactive leadership |
| Payroll expenses | Physician credentialing | Pre-established performance criteria | Proactive management techniques |
| | Physician relations | | Proactive working relations |
| PC-based program | Pilot implementation | Preferred customer base | |
| PC-based templates | Pilot manufacturing | Preferred customer management | Probate law |
| PC technology | Pilot operations | Preferred provider organization (PPO) | Problem resolution |
| Peak workload demands | Pilot project | | Problem solving |
| Peer counseling | | Premium priced product | Procedure standardization |
| Peer review | Pioneering research | Premiums | Process |
| Pension plan administration function | Pivotal role | Press communications | automation |
| Pension plan reporting function | Plan-do-review process | Press relations | -based model |
| | Planned urban development | Press releases | change and implementation |
| Performance appraisal | Planned use development (PUD) | Preventative care program | development |
| -based compensation system | Plant divestitures | Preventive healthcare | engineering |
| -based incentives | Plant engineering | Preventive healthcare teaching | modeling |
| -driven gains | Plant operations | Preventive maintenance | ownership |
| improvement | Plant throughput | Preventive medicine | redesign |
| improvement initiatives | Plea bargaining | Price-driven | redesign initiatives |
| incentive program | Point of sale marketing program | Price negotiation | reengineering |
| incentives | Point of sale materials expenditures | Price structures | simplification |
| management reengineering | Policies and procedures | Pricing | standardization |
| results | Production | Pricing strategies | |
| reviews | | | Proposal development |
| | | | Proposal preparation |
| | | | Proposal review |
| | | | Proposal writing |

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| Processing time | efficiency | Progressive career movement | |
| Procurement | forecasting | Progressive experience | Proprietary third party materials |
| | inefficiencies | | Proprietary technologies |
| Product | lead time | Project | Prospective buyers |
| categories | management | accounting | Protection and security |
| cost | operations | budget | operations |
| definition | output | completion | Protective services |
| demonstration | planning | concept | Protocol development |
| design | scheduling | costing | Prototype design projects |
| development | yields | cycle | Prototyping |
| development cycle | | development | Provider relations |
| displays | Productivity gain | feasibility analysis | Provider support |
| distribution | Productivity improvement | financing | |
| diversification | Productivity tools | leadership | Psychoanalysis |
| engineering | | lifecycle | Psychological counseling |
| functionality | Professional business | management | Psychotherapy |
| initiation proposals | environment | management methodology | Psychotropic medication |
| innovation | Professional clientele | personnel | |
| inventories | Professional recruitment | planning | Public |
| knowledge | Professional training | prioritization | affairs |
| launch | | scheduling | awareness program |
| lifecycle management | Profit | team | education |
| line | and loss management | cash flow needs | education initiatives |
| line requirements | center opportunities | costs | health administration |
| losses | gains | | health issues |
| management | growth | Projects sales volume | investment |
| manufacturability | improvement opportunities | | ownership |
| marketing group | /loss (P & L) analysis | Promotional activities | partnerships |
| markets | margins | Promotional efforts | policy development |
| mix | planning | Promotional materials | relations |
| movement | trends | Promotional rollout | relations campaign |
| portfolio | -producing | Promotions | relations materials |
| positioning | | | safety |
| quality | Profitability | Property | speaking |
| quality ratings | Profitability improvements | acquisition | |
| rationalization | | development | Publications |
| recalls | Proformas | improvement | Publicity |
| redefinition | Proforma projections | management | |
| redesign | | management issues | Purchase orders |
| reliability | Program | portfolio | Purchase recommendations |
| requirements | funding | renovation | |
| sales | certification | security | |
| specialist | development | turnaround | |
| support | guidelines | valuation | |
| testing | management | value | |
| | objectives | | |

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| Purchasing | Real time data | Relational database | Return-on-assets (ROA) |
| contract agreements | Real-time date access | Relationship management | Return-on-equity (ROE) |
| costs | Real-time data exchange | Relationship management | Return-on-investment (ROI) |
| department | Real-time systems | functions | Revenue |
| management | Receivables | Remediation facilities | center |
| operations | Receivership | Remediation projects | gain |
| organization | Record-keeping | Remote systems access | -generating |
| programs | Record results | Renovation | growth |
| Quality | Records management | Renovation projects | improvement |
| assurance | Recruiting efforts | Reorganization | performance |
| control | Recruitment | Reorganization initiatives | production |
| circles | Recruitment strategies and | Repeat customer traffic | projections |
| -driven | focus | Repeat sales | stream |
| engineering | Reengineering | Repetitive functions | Risk analysis process |
| enhancement | Reengineering strategy | Reporting functions | Risk management |
| function | Regional | Request for proposals (RFP) | Robotic equipment |
| improvement | communities | Request for quotation (RFQ) | Robotics technologies |
| improvement team | director | Research and development (R | Root cause |
| management | expansion | & D) | Root cause analysis |
| management processes | market | Research facility | Round table discussion |
| management protocols | operations | Research foundation | Route analysis |
| of care | representative | Research funds | Route management |
| of service | roll-out | Reseller channels | Route planning |
| review | sales | Reseller markets | Routing capabilities |
| service enhancement | -based | Residential life | |
| Quantifiable tools | Registration process and | Residential properties | |
| Rail transportation | procedures | Residential real estate | |
| Rapid application development | Regulatory | Residential treatment | |
| (RAD) | affairs | Resort management | |
| Rapid regional growth | compliance | Resource acquisition | |
| Real estate | compliance auditing | Resource allocation | |
| acquisition | compliance function | Resource management | |
| appraisal | compliance programs | Results-oriented | |
| assets | compliance standards | Retail banking | |
| brokerage | obligations | Retail banking network | |
| brokerage and leasing | oversight | Retail deposit facilities | |
| development projects | reporting | Retail lending | |
| investment | requirements | Retail markets | |
| investment banking division | standards (JCAHO) | Retail sales | |
| investment firm | Rehabilitation centers | Retention | |
| investment projects | Rehabilitation services | Retention strategies | |
| investment trust (REIT) | Reimbursement program | Retirement community service | |
| law | | | |
| estate partnership | | | |
| estate practices | | | |

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| Salary grades | Security operations | Settlement negotiations | Safe work practices |
| Sales | Security planning | Shareholder communications | Safety improvement programs |
| administration | Security training program | Shareholder relations | Safety management |
| channels | Select task force | Shift assignments | Safety requirements |
| closing | Selection decision-making | Shipping operations | Safety training |
| conferences | Self-directed work teams | Shipping & receiving operation | Space utilization |
| conventions | Self-help programs | Signatory authority | Spares & repairs management |
| cycle management | Self-insured healthcare costs | Signature property | Speaker plant |
| distribution network | Self-managing work teams | Sister company | Speakers bureau |
| excellence | Selling strategies | Site | Special |
| forecasting | Seminar management | assessment | assistant |
| incentives | Seminar materials | demographic | events |
| management | Seminar programs | model | events management |
| management reports | Senior executive team | demographics | investigations |
| materials | Senior management | development | needs populations |
| meetings | Senior management team | improvement | projects |
| negotiations | Senior operative executive | penetration correlations | promotions |
| networks | Senior staff | remediation | Specialist |
| numbers | Service | renovation | Specialty products division |
| operations | availability | selection | Specialty retailer |
| penetration | benchmarks | surveillance | Specifications |
| presentations | bureau | threat assessment | Specifications compliance |
| producer | customers | work | Specifications technologist |
| production | delivery | Skilled nursing facility | Spin-off |
| promotion programs | delivery processes | Skills performance criteria | Spreadsheet |
| promotions | delivery requirements | Skills training program | Spreadsheet programs |
| revenues | delivery responsibility | Social programs | Staff |
| territory | design | Social services | accountability |
| training | -driven | Social services organizations | capabilities |
| trends | enhancement | Social welfare | development |
| Scale-up | expansion | Softgoods | productivity |
| Scanner data-based trade | levels | Software configuration | recruitment |
| promotion | management | Software design and testing | reduction |
| evaluation systems | measures | Software development | relations and |
| Schedule completion | offerings | Software engineering | communications |
| Schedule compliance | operations | Software programs | retention |
| Scholastic standards | planning | Solutions selling | training and development |
| School counseling | quality | Sourcing | Staffing |
| School psychology | quality program | Space allocation | Staffing analysis |
| SEC affairs | region | Space management systems | Staffing functions |
| Secondary market research | requirements | Space planning | Staffing requirements |
| Secondary markets | staff | Supplier management | Standards maintenance |
| Secretarial procedures manual | training | Supplier quality | Start-up |
| Securities management | Streamlined workforce | Supply agreements | Start-up operation |
| Security consultant | Structured design techniques | Supply chain management | Start-up venture |
| Security escort services | Student | Supply management programs | Systems |
| State jurisdictions | advisement | Support personnel | capabilities |
| State-of-the-art | affairs | Support program operations | |
| Statewide | evaluation | | |
| Statistical analysis | placement | | |
| Statistical process control | | | |

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| presentations | Telemarketing operations | Tracker software | programs |
| product materials | Telesales operations | Tracking system | Turnaround management |
| Technology | Tenant | Trade legislation | Turnaround management expertise |
| acquisition | leases | Trade marketing allowance incentives | Turnaround/asset workout |
| commercialization | mix | Trade mission | Turnkey |
| consortium | needs | Trade publications and periodicals | Turnkey construction |
| development | quality | Trade secrets | Turnover |
| enhancements | relations | Trade shows | Turnover reduction |
| integration | retention | Trademark | Twelve month import forecast |
| introductions | satisfaction | Trademark protection policy | |
| licenses | Territory management | Traffic management | |
| licensing | Terminal operations | Traffic planning | |
| | Test engineering | | |
| | Test market | | |
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| Under budget | Venture capital | Wholesale banking | Working relationships |
| Under-performing assets | Venture capital firm | Wide area network (WAN) | Work-in-progress |
| Unfair competition | Venture capital funding | Wide-ranging | Workload |
| Unfair promotion practices | Venture capital negotiations | Witness interviewing | Workload scheduling |
| | | Witness scheduling obligations | Workout |
| Union contracts | Videoconferencing | Word processing | Workpapers |
| Union negotiations | | | Workstation technology |
| Union relations | VIP protection | Work | World class manufacturing (WCM) |
| Unsecured lending | VIP relations | crews | World class organization |
| Upgrade project | VIP security operations | in progress (WIP) | Worldwide player |
| Upward profit trends | | methods analysis | Year-end closing results |
| Upward trend | Vocational placement | orders | Yield improvement |
| User functionality | Vocational rehabilitation | performance | Youth training program |
| User training and support | Vocational testing | stoppages | |
| Utilization management | Vocational training opportunities | systems | |
| Utilization review | | | |
| Utility expenses | Voice communications | Worker morale | |
| Value-added processes | Voice communications technologies | Workers' compensation claims | |
| Variance reporting | Voice response technology | Workers' compensation litigation | |
| Vendor | | | |
| communications | Volunteer recruitment | Workflow optimization | |
| -based contractors | Volunteer training | Workflow planning | |
| compliance | | Workflow prioritization | |
| contracts | Wage agreements | Workforce | |
| files | Wage and salary administration | Workforce management | |
| management | Walk-outs | Workforce reengineering | |
| negotiations | | Working relations | |
| partnerships | Warehouse control program | | |
| quality certification | Warehouse management | | |
| research | Warehousing centers | | |
| selection | Warehousing operations | | |
| site | Wellness programs | | |
| sourcing | White collar crime | | |