

CHARACTERISTICS OF INTERACTIVE CONTROL

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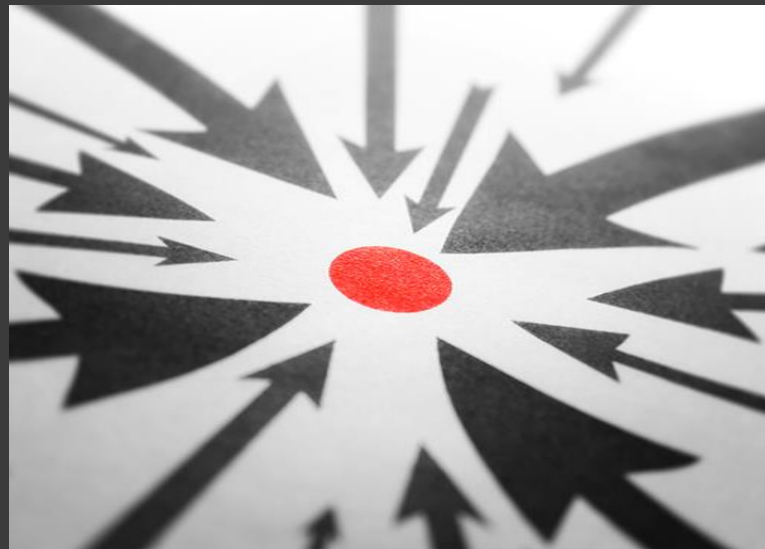
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DEFINITION OF ICS

- ① An Interactive Control System is a management system used to provide strategic feedback, track new ideas, trigger new organizational learning, and to properly position the organization for the future, incorporating process data into management interaction, face-to-face meetings with employees, challenging data, assumptions and action plans of subordinates.
- ① It is one of the 4 levels of control described by Simons to manage the tension in organizations.

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- ① A subset of management control information that has a bearing on the strategic uncertainties facing the business becomes the focal point.



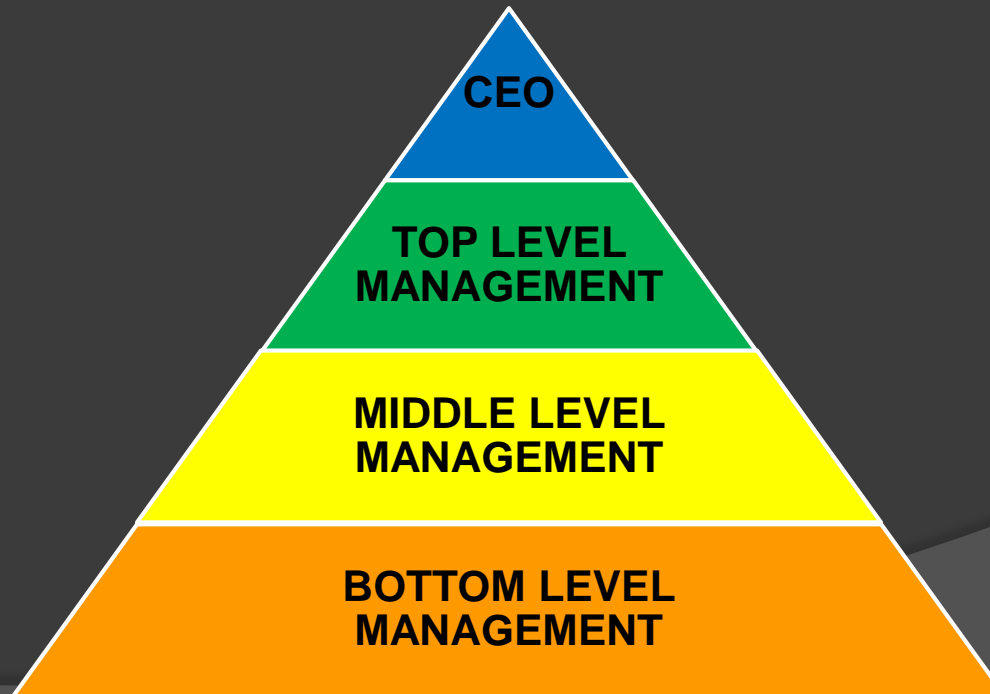
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- Senior executives take such informations seriously.



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- Managers at all level of the organization focus attention on the information produced by the system.



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- Superiors subordinate and press meet face to face to interpret and discuss the implications of the information for future strategy initiatives.



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- The face to face meeting take the form of debates and challenge of underlying data, assumptions and appropriate actions.





Thank
you!!