Business Model

What Building blocks of business model can be broken down into what segments

- customers, offers, infrastructure, financial stability

What are customer segments

- niche market, segmented market, diversified market

what is a niche market

- a very specific market

what is a segmented market

- targeting two different markets but they're similar

what is a diversified market

- targeting two completely different markets

why are customer groups different

- needs to justify a distinct offer, different distribution channels, different kinds of relationships, different aspects

What are reasons why a customer turns to a specific company or organization

- newness, customization, brand/status, price, accessibility

What are the types of customer relations

- personal or automated, retention, boosting,

What is retention

- loyal customers

what is boosting

- you dont care about the relationship you want the sales

Business Model (cont)

Whats the difference between transaction and recurring stream

- recurring happens more than once like a subscription

what is a usage fee

- the more you use the more you pay

what is asset sales

- just selling the product

What are the assets of your organization

- physical, financial, intellectual, human

What are key activities

- action an organization does to make their business model work

Who are suppliers who make a business model work

- strategic alliance, cooperative strategies, joint ventures, buyer/ supplier

Human Resources

What are the advantages of paid employees

- stable work force, loyalty to organization, can develop long term relationships

what are the disadvantages of paid employees

- cost of salary, cost of benefits

what are the advantages of contracted employees

- can hire for special skills, hire for limited period of time, no need to pay benefits

what are the disadvantages of contracted employees

- not loyal, cost per hour might be high af

what are the advantages of outsourcing

- hire for special skills, don't have to manage employees, can build community relationships

Human Resources (cont)

what are the disadvantages of outsourcing

- company policy may differ, high af

what are the advantages of volunteers

- no cost to the org, can seek special skills,

what are the disadvantages of volunteers

- need to retrain, instability, lack of skills/ experience

What do personnel committees do?

- take policies to the board, handles grievances, conducts performance evaluations

what does recruitment do

- description of jobs, responsibilities, specific duties, requirements for employment, compensation, how to apply

what is the staffing process

- personnel policies, planning recruiting and selecting, orienting training and evaluating, firing and replacing

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