



THE TIMES 100

BUSINESS CASE STUDIES

Organisation chart activity

- Darren is the manager of a branch of a well known tool hire firm
- Anna is the assistant manager and she reports to Darren
- Anna delegates to the department managers - Jane, Tom and Omar
- Felicity, Matt and Ryan all report to Jane
- Rachel, Sally and Pete are accountable to Tom
- Omar is responsible for Jon, Mark, Sam and James

Draw the organisation chart for the tool hire firm.

1. Who has the largest span of control and how big is it?
 2. How many layers are in this hierarchy?
 3. Who does Tom delegate to?
 4. Would you consider this to be a tall or flat structure?
 5. Why?
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