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Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall.

**Stephen R. Covey**

## **GLOSSARY**

### **A**

AIG American International Group

### **B**

BCDC Business Cycle Dating Committee

BPO Business Process Outsourcing

### **C**

CEO Chief Executive Officer

CLD Culturally and Linguistically diverse

CMBP Committee on Market Best Practices

CPI Consumer Price Index

### **D**

DMAIC Define, Measure, Analyze, Improve and Control

DSS Decision Support System

### **E**

EFCC Economic and Financial Crime Commission

ELL English Language Learner

EU European Union

### **F**

FAO Food & Agriculture Organization

FBS Federal Bureau of Statistics

FDI Foreign Direct Investment

### **G**

GDP Gross Domestic Product

GNP Gross National Product

### **H**

HDI Human Development Index

HRM Human Resource Management

### **I**

IBM International Business Machine

IIF Institute of International Finance

IMF International Monetary Fund

IOC International Olympic Committee

IRA Individual Retirement Account

**L**

LEP Limited English Proficiency

**M**

MIS Management Information System

MSEs Micro- and Small-sized Enterprises

MSMEs Micro-, Small-, and Medium-sized Enterprises

**N**

NGOs Non- Governmental Organizations

**O**

OECD Organization for Economic Co-Operation and Development

**P**

PEU Perceived Environment Uncertainty

**S**

SBP State Bank of Pakistan

SCAN Strategic and Creative Analysis

SLIC State Life Insurance Company

SM Scientific Management

SMART Self Monitoring , Analysis and Reporting Technology

SMEDA Small and Medium Enterprises Development Authority

SPSS Statistical Package for Social Sciences

SWOT Strength, Weakness, Opportunities , Threats

**T**

TEFL Teaching English as a Foreign Language

TFP Total Factor Productivity

TI Transparency International

**U**

UNCTAD United Nation Conference on Trade and Development

U.S United States

USSR Union of Soviet Socialist Republics

**W**

WB World Bank

WSF World Social Forum

WTO World Trade Organization