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CORPORATE PLANNING

FOLLOW UP MISSION.

YUGOSLAV CENTER FOR

ORGANIZATION AND DEVELOPMENT , DP/YUG/75/021/

MARCH 6, 1980

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ARTHUR ANDERSEN AG



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FOLLOW-UP MISSION

DUBROVNIK, MARCH 6, 1980

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CORPORATE PLANNING--FOLLOW-UP MISSION

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AGENDA

TOPIC NO.	DESCRIPTION	DISCUSSION LEADER	TIME (HOURS)
1	INTRODUCTORY REMARKS	MILISAV NIKOLETIC RONALD N. FLORES	0.50
Ž	RECAP OF PLANNING METHODOLOGY - ORGANIZATION AND RESPONSIBILITIES - SEQUENCE OF STEPS - PORTFOLIO CONCEPT	Hartmann Knorr	0.50 0.50 1.00
3	DISCUSSION: RELEVANCE OF PORTFOLIO CONCEPT TO YUGOSLAVIA	RONALD N. FLORES	0.75
4	COMPUTER SUPPORT FOR MANAGEMENT DECISIONS - ORGANIZATIONAL ASPECTS - AA&CO. CASE STUDY	HARTMANN KNORR	0.50 1.50
5	DISCUSSION: WHICH BUSINESS DECISIONS WOULD BENEFIT FROM COMPUTER SUPPORT?	HARTWIG KUHL HARTMANN KNORR	0.75
	TOTAL		6,00

STRATEGIC PLANNING ASPECTS

- DECISIONS TAKE YEARS TO BECOME EFFECTIVE, MORE YEARS TO PAY OFF
- WHAT SHOULD THE BUSINESS BE
 - -- FIRST ASSUMPTION--IT SCHOULD BE DIFFERENT
- ULTIMATE OBJECTIVE

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- -- IDENTIFY NEW AND DIFFERENT BUSINESS, TECHNOLOGIES, MARKETS, WHICH THE COMPANY SHOULD TRY TO CREATE IN THE LONG RANGE
- -- WHICH PRESENT BUSINESS SHOULD WE ABANDON?

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STRATEGIC PLANNING

IT IS NOT:

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- NOT MODELS OR COMPUTERS

-- QUANTIFICATION USED ONLY TO MAKE SURE THAT ONE DOFS NOT DECEIVE ONESELF

- NOT FORECASTING
 - -- FUTURE IS UNPREDICTABLE
- DOES NOT DEAL WITH FUTURE DECISIONS
 - -- SYNCHRONIZES INTO ONE PRESENT VIEW A GREAT NUMBER OF DIVERGENT TIME SPANS
- NOT AN ATTEMPT TO ELIMINATE RISK OR EVEN TO MINIMIZE, BUT
 - -- TO TAKE THE RIGHT RISKS



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STRATETIC PLANNING (CONT'D.)

IT IS:

- CONTINOUS PROCESS OF MAKING ENTREPRENEURIAL DECISIONS SYSTEMATICALLY
- ORGANIZING EFFORT TO CARRY OUT THESE DECISIONS
- MEASURING RESULTS AGAINST EXPECTATIONS THROUGH ORGANIZED FEEDBACK



TEN CRITICAL AREAS OF PLANNING

- 1. PRIMARY PURPOSE OF PLAN--TO HELP AUTHOR MANAGE HIS OPERATION
- 2. <u>SECOND PURPOSE--TO ESTABLISH A MUTUALLY AGREED-ON COMMITMENT</u> BETWEEN AUTHOR AND HIS MANAGEMENT
- 3. PLAN MUST HAVE STRATEGIC FOCUS--TO ACCOMPLISH ENDURING OBJECTIVES WITHIN A DYNAMIC ENVIRONMENT
- 4. PLAN MUST DEVELOP AWARENESS OF OPTIONS AND THEIR LIKELY CONSEQUENCES
- 5, PLAN MUST BE BASED ON SUFFICIENT INFORMATION TO BE CREDIBLE

TEN CRITICAL AREAS OF PLANNING (CONT'D.)

- 6. PLAN MUST BRING TO SURFACE THE CRITICAL ISSUES AND CHOICES
- 7. PLAN MUST BE LINKED TO SYSTEM FOR ALLOCATING AND COMMITTING CAPITAL FUNDS
- 8. PLAN MUST KEEP PAPERWORK MANAGEABLE

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- 9. PLAN MUST ACCOMMODATE A VARIETY OF PLANNING AND MANAGEMENT STYLES
- 10. PLANNING MUST BE WOVEN INTO THE FABRIC OF ORGANIZATION

INTRODUCTORY REMARKS

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FORECASTS, GOALS AND PLANS

FORECASTS	-	DEFINE WHAT MAY HAPPEN UNDER GIVEN ASSUMPTIONS
OBJECTIVES AND GOALS	-	DEFINE WHAT SHOULD HAPPEN
PLANS	_	ARE MADE TO CONFIRM THAT OBJECTIVES CAN BE MET





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PLANNING CYCLES

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PLANNING METHODOLOGY



OBJECTIVES--PREPLANNING

ORGANIZE PLANNING EFFORT ESTABLISH COMMITMENT OF TOP MANAGEMENT

• IDENTIFY DATA REQUIREMENTS



- Planning Letter
- Work Program and Timetable
- Data Requirements List

NOTE: These products provide a starting point as well as a guide for work in all other major phases of long-range business planning.



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INPUT SOURCES •Environment Forecast

Position Assessment

PRODUCT
 Objectives and Goals
 Letter



INPUT SOURCES • Environment Forecast • Position Assessment • Objectives and Goals Letter

 PRODUCT
 Objectives, Goals and Strategies

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INPUT SOURCES

- Environment Forecast
- Position Assessment
- Objectives, Goals and Strategies

PRODUCTS

- Financial Summaries
- Executive Summary
- Long-Range Plan

PLANNING METHODOLOGY



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- Annual Budget is the first year of the Long-Range Plan
- Insure smooth interface for Annual Budget preparation

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STRATEGIC MARKETING PLANNING CONCEPTS

POSSIBLE SEGMENTATIONS

GEOGRAPHIC

DEMOGRAPHIC:

AGE SEX OCCUPATION INCOME EDUCATION FAMILY SIZE

PSYCHOGRAPHIC

BENEFIT

VOLUME

MARKETING FACTOR



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STRATEGIC MARKETING PLANNING CONCEPTS CRITERIA FOR EFFECTIVE SEGMENTATION

- EXCLUSIVITY
- MEASURABILITY
- ACCESSIBILITY
- MATERIALITY

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STRATEGIC MARKETING PLANNING CONCEPTS

EXAMPLE OF SEGMENTATION

TOOTHPASTE IN THE U.S.

	SEGMENT					
	1	2	3	4		
BENEFIT	TASTE	WHITENESS (TEETH)	PROTECTION	PRICE		
DEMOGRAPHIC CHARACTER	CHILDREN (UNDER 15)	YOUNG (15-25 YEARS)	MOTHERS	MEN		
BEHAVIOUR CHARACTER	USERS OF MINT PASTE	SMOKERS	BIG BUYERS	TOOTHPASTE USERS		
LIFE STYLE	HEDONIST	ACTIVE	TRADITIONAL	COST CONSCIOUS		



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STRATEGIC MARKETING PLANNING

PORTFOLIO MANAGEMENT CONCEPT



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PORTFOLIO CONCEPT

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STRATEGIC MARKETING PLANNING

CRITERIA FOR EVALUATION

1. CLEAR STATEMENT

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- 2. CONSISTENCY WITH COMPANY GOALS AND POLICIES (INTERNAL CONSISTENCY)
- 3. CONSISTENCY WITH THE ENVIRONMENT (GOVERNMENT, LABOR ...) AND THE MARKET TRENDS (EXTERNAL CONSISTENCY)

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- 4. OPTIMUM USE OF COMPANY RESOURCES
- 5. ACCEPTABLE DEGREE OF RISK
- 6. APPROPRIATE TIME HORIZON
- 7. REALISM (VIABILITY)

BUSINESS PORTFOLIO CONCEPT

- MAINTAIN POSITION IN MATURE COMPONENTS BUT GUARD AGAINST EXCESSIVE INVESTMENT
- USE CASH GENERATED BY MATURE COMPONENTS FIRST TO MAINTAIN/CONSOLIDATE POSITION IN THOSE ACTIVE COMPONENTS WHICH ARE NOT SELF-SUSTAINING
- USE REMAINING SURPLUS TO FUND SELECTED NUMBER OF POTENTIALS TO BECOME ACTIVE COMPONENTS
- DIVEST NON-FUNDED POTENTIALS

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- IF A STAGNANT COMPONENT CANNOT BE RESTORED, CUT OFF ALL INVESTMENTS
- BALANCE PORTFOLIO SUCH THAT CASH GENERATED BY MATURE COMPONENTS AND THOSE STAGNANTS AND POTENTIALS WHICH ARE LIQUIDATED IS SUFFICIENT TO SUPPORT ACTIVE COMPONENTS AND FUND SELECTED POTENTIALS TO ACHIEVE ACTIVE STATUS



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PORTFOLIO CONCEPT

ANALYSIS MATRIX

	LIFE CYCLE								
COMPETITIVE	INTRODUCTION	GROWTH	MATURITY	SATURATION	DECLINE				
DOMINANT									
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	•								
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WEAK	l								

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ANALYSIS MATRIX

STEP (1) CATEGORIZE OWN BUSINESS UNITS

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- (2) CATEGORIZE COMPETITORS
- (3) VISUALIZE KEY DATA IN MATRIX, E.G.
 - PERCENT DISTRIBUTION OF CORPORATE SALES
 - PERCENT DISTRIBUTION OF CORPORATE ASSETS
 - PERCENT DISTRIBUTION OF NET INCOME
 - RETURN ON INVESTMENT
 - EXPECTED MOVEMENTS (POSITION CHANGES)
 - RISK/RETURN TRENDS
- (4) DEFINE STRATEGIC OPTIONS

DECISIONAL ROLES OF MANAGERS

- ENTREPRENEUR
- DISTURBANCE HANDLER
- RESOURCE ALLOCATOR
- NEGOTIATOR

SCHOOLS OF THOUGHT ON THE DECISION-MAKING PROCESS

- RATIONAL MANAGER

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- "SATISFICING" VIEW
- ORGANIZATIONAL PROCEDURES VIEW
- POLITICAL VIEW
- INDIVIDUAL DIFFERENCES VIEW

TYPES OF DECISION

- STRUCTURED
- SEMI-STRUCTURED
- UNSTRUCTURED

POTENTIAL HELP THROUGH COMPUTER SUPPORT

- INFORMATION RETRIEVAL
- COMPREHENSION

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- SUPPORT THROUGH PROCESS
- PRESSURE TO QUANTIFY



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ELEMENTS OF A "PLANNING SOFTWARE"

- TABLES
- HEADLINES
- CALCULATION RULES
- DATA ENTRY
- REPORT FORMATTING

SELECTION CRITERIA

- WHICH TASKS TO PERFORM
- WHO IS USER
- GUIDANCE/SUPPORT DURING "COMPUTER DIALOGUE"
- DOCUMENTATION
- INVENTORY OF SUBROUTINES
- ACCESSIBILITY OF DATA PROCESSED
 - BY COMPANY'S TRANSACTION SYSTEMS
- COST

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AA&CC. CASE STUDY



ELECTRIC UTILITY--SCHEMATIC OF MODELING SYSTEM



ARROWS INDICATE INFORMATION FLOW BETWEEN THE MODELS (ALSO A SCHEMATIC DESCRIBING THE SEQUENCE OF PLANNING STEPS !)

AA&CO. CASE STUDY



PLANNING ASSUMPTIONS IN 1973

DEMAND GROWTH : MIN 4 % MEAN 6 % MAX 8 %

- HEAT-STORAGE EQUIPMENT WILL BECOME COMMON (FILLING THE "NIGHT" VALLEY OF DAILY LOAD CURVE)
- SALES OF ENERGY TO OTHER UTILITIES WILL GROW DUE TO OVERALL GROWTH IN DEMAND AND LIMITED LOW COST FUEL RESOURCES IN OTHER AREAS
- CHEMICAL INDUSTRY (CONTINUOUS PROCESS ORIENTED) WILL BECOME MAJOR CONSUMER
- IRON- AND STEEL-INDUSTRY WILL HAVE LESS DEMAND
- INDUSTRY DEVELOPMENT PLANS DO NOT INDICATE NEW INDUSTRIAL AREAS
- THE NEW RESIDENTIAL AREAS UNDER DEVELOPMENT ARE KNOWN

PLANNING ASSUMPTIONS IN 1973 (CONT.'D.)

- THE GOVERNMENT WILL FAVOUR HARDCOAL FIRED GENERATION PLANT, BUT WILL NOT DISAPPROVE OTHER TYPES
- GOVERNMENT WILL IMPOSE STRONGER EMISSION RESTRICTIONS
- CONSTRUCTION COST WILL INCREASE, BUT "FIXED PRICE" CONTRACTS CAN BE OBTAINED
- . FUEL OIL COST WILL DOUBLE, BUT THAN REMAIN STABLE
- EMPLOYEE'S COMPENSATION WILL INCREASE BY 10 % ANNUALLY



RETROSPECTIVE DISCUSSION OF THE ASSUMPTIONS

- OVERALL GROWTH RATE AFTER 1976 DROPPED TO 4 % ON AVERAGE, STRICTLY FOLLOWING THE DEVELOPMENT OF TOTAL ECONOMY
- BY GOVERNMENTAL ACTIONS TO "HELP" THE COALMINING INDUSTRY -COMPANIES HAVE BEEN FORCED TO INVEST IN COAL-FUELED UNITS WHICH ARE TOO EXPENSIVE IN COMPARISON TO LIGNITE FUELED UNITS IN THE BASE LOAD AREA
- DEMONSTRATIONS AGAINST NUCLEAR POWER PLANTS AND THE PROBLEM OF DISPOSAL OF NUCLEAR WASTE HAS STOPPED PROJECTS UNDER CON-STRUCTION AND OPERATING CERTAIN PLANTS
- APPROVALS FOR FURTHER NUCLEAR PLANTS ARE PENDING
- NO LONGER "FIXED PRICE" CONTRACTS OBTAINABLE, BUT CONSTRUCTION COST PER UNIT WORK PERFORMED DECREASED

AA&CO. CASE STUDY



RETROSPECTIVE DISCUSSION OF THE ASSUMPTIONS (CONT.'D.)

- HEAVY FUEL OIL PRICES WENT UP FROM 60 DM / T HCE (1973) TO 140 DM / T HCE ON AVERAGE (UNTIL 1978), CEILING AT 160 DM / T HCE
- IN 1976 THE PENSION FUNDS HAD TO BE "REEVALUATED" WHICH REQUIRED AN INCREASE OF THE FUNDS (THIS CHANGE IN LAW WAS NOT FORESEEABLE)
- EMISSION CONSTRAINTS HAVE BEEN TIGHTEND

DEGREES OF FREEDOM FOR THE PLANNING

(BASIS FOR DEVELOPMENT OF ALTERNATIVES TO BE DEVELOPED AND EVALUATED)

- . ESTIMATES OF DEMAND
- . PRICING-POLICIES BY CUSTOMER CLASSES (AND APPLICATION)
- . GENERATION PLANT TYPES MIX AND SEQUENCE OF CONSTRUCTION
- . FINANCING

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AA&CO. CASE STUDY



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	1973/74		197	4/75	1975/76		1976/77		1977/78	
	ACTUAL	MODEL	ACTUAL	MODEL	ACTUAL	MODEL	ACTUAL	MODEL	ACTUAL	MODEL
REVENUES	5.796	5.814	6.741	6.615	7.413	7.373	7.810	8.186	8.432	8.969
GEN. COST	3.418	3,287	3.490	3.492	3.521	3.850	4.013	3.977	4.325	4.636
OTHER REV.	524	430	276	252	285	262	384	275	358	288
SAL./WAGES	824	763	1.051	872	1.228	990	1.342	1.093	1,238	1.199
DEPREC.	76 3	802	883	940	1.136	1,133	1,113	1,158	1.099	1.178
TAXES	⁻ 305	405	355	455	323	462	458	719	549	624
NET INCOME	321	339	337	358	356	345	330	551	346	512
TOTAL ASSETS	17.503	17.591	19.339	19.510	21.417	21.695	22.678	24.633	24.019	28.376

COMPARISON OF FINANCIAL MODEL RESULTS AND ACTUALS (IN MIO. DM)

	1973/1974 X	1974/1975 %	1975/1976 X	1976/1977 %	1977/1978 Z
REVENUES	3,1	- 1,9	- 0,5	4,8	6,4
GEN. COST	- 3,8	0,0	9,3	- 0,9	7,2
OTHER REV.	-18,0	- 8,7	- 8,1	-28,4	-19,6
SAL./WAGES	- 7,4	-17,0	-19,4	-18,6	- 3,2
DEPREC.	5,1	6,5	0,0	4,0	7,2
TAXES	32,8	28,2	43,0	57,0	13,7
NET INCOME	5,6	6,2	- 3,1	67,0	48,0
BALANCE	0,5	0,9	1,3	8,6	18,1

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VARIANCES MODEL VERSUS ACTUAL

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AA&CO. CASE STUDY

COMMENTS ON THE COMPARISON

GROWTH RATE DROPPED FROM ANTICIPATED **REVENUES** : 6 % то 3,5 - 4 % OTHER REVENUES : INCREASED DUE TO DIVIDENDS FROM FINANCIAL INVESTMENTS (JOINT VENTURES IN THE POWER PLANT AREA AND SUBSIDIARIES) INFLUENCE OF THE A.M. REEVALUATION OF PENSION SALARY & WAGES : FUNDS. INCREASE OF FUNDS WITHIN THREE YEARS WAS REQUIRED BY REG. GENERALLY OVER-ESTIMATED DUE TO "ACTUAL LIFE" TAXES : TAX POLICIES LESS ADDITIONS TO FIXED ASSETS (SEE DISCUSSION BALANCE : OF ASSUMPTIONS)

OVERALL COMMENTS

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- FURTHER RUNS HAVE BEEN PERFORMED BY THE COMPANY'S STAFF AFTER WE HAD TRAINED THEM TO HANDLE THE FINANCIAL MODEL DUE TO THE CONFIDENTIALITY OF THE PLANNING PROCESS
- MODELS ARE USED ANNUALLY IN A "ROLLING" PLANNING PROCESS
- BUT THE COMPARISONS OF AVAILABLE MODEL DATA, WHICH RESULTED FROM THE ASSUMPTIONS MADE, IN COMPARISON TO ACTUAL DEVELOPMENT DEMONSTRATE THE VALIDITY OF THE MODEL AS LONG AS THE ASSUMPTIONS HAVE BEEN VALID AND WERE UPDATED



DISCUSSION OF THE USEFULNESS OF MODELS

- MODELS ARE THE REPRESENTATION OF COMPLETELY FORMALISED PLANNING PROCEDURES
- THEREFORE, MODELS ARE
 - PERFORMING THE COMPUTATIONS
 - + ON A CONSISTENT BASIS
 - + WITH COMPUTER SPEED
 - ALLOWING THE EVALUATION OF MORE ALTERNATIVES
 - FORCING TO CONCENTRATE ON
 - + ANTICIPATION OF FUTURE DEVELOPMENTS
 - + FORMULATION OF OBJECTIVES AND PLANNING ASSUMPTIONS
 - NOT "DECISION MAKING" TOOLS, BUT ASSIST IN THE DECISION MAKING PROCESS
 - MODELS ARE AS VALUABLE AS THE WHOLE IDEA "PLANNING" ITSELF



DISCUSSION ON APPROACH USED IN DEVELOPMENT

ON THE STRATEGIC FINANCIAL MODEL

- MAJOR STEPS IN WORKPROGRAM
- . EXAMPLES OF BUSINESS FUNCTIONS
- . EXAMPLES OF INPUT DATA AND PARAMETERS
- . EXAMPLES OF FUNCTIONAL RELATIONSHIPS
- . MODEL SEGMENTS
 - MAN DAYS REQUIREMENTS

MAJOR STEPS IN WORK PROGRAM

- IDENTIFY BUSINESS FUNCTIONS (CYCLES) AND DETERMINE ACCOUNTS INVOLVED
- DEFINE INPUT DATA AND PARAMETERS
- ANALYSE BUSINESS CYCLE DATA AND DEVELOP FUNCTIONAL RELATIONSHIPS TO COMPUTE MODEL ACCOUNTING DATA
- . DEVELOP MODEL CHART OF ACCOUNTS AND ACCOUNTING ROUTINES
- . DEVELOP OUTPUT REPORTS
- . DEFINE MODEL SEGMENTS: "MODULES"
- . TEST MODULES
- . TEST MODEL
- . DEVELOP DATA COLLECTION PROCEDURES
- IMPLEMENT MODEL AND TRAIN USERS IN MODEL MAINTENANCE



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EXAMPLES OF BUSINESS FUNCTIONS (CYCLES)

- REVENUES, RECEIVABLES, CASH
- PROJECTS UNDER CONSTRUCTION, LIABILITIES CASH-DISBURSEMENTS
- MAINTENANCE, LIABILITIES, RESERVES, CASH-DISBURSEMENTS
- PLANTS, MANPOWER, SALARIES/WAGES
 PENSION RESERVES, LIABILITIES, CASH-DISBURSEMENTS, TAXES
- FIXED ASSETS, DEPRECIATION, ADDITIONS TO FIXED SSETS, BONDABLE ASSETS, PROPERTY TAXES
- . FINANCIAL INVESTMENTS, INCOME FROM FIN. INV.
- . DEBT SERVICE, INTEREST EXPENSE, CASH-DISBURSEMENTS

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. CASH BALANCE PER PERIOD, FINANCING NEEDS, TAXES ON INCOME

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AA&CO. CASE STUDY

EXAMPLES OF INPUT DATA AND PARAMETER

. KWH BY CUSTOMER CLASS AND PERIOD

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- . COMPLETION DATE OF CONSTRUCTION PROJECTS AND CHARACTERISTICS
- . NUMBER AND TYPE OF MAINTENANCE PROJECTS BY PERIOD
- . BALANCE SHEET AND P&L-STATEMENT AT BEGINNING OF PLANNING PERIOD
- FIN/ `ING PARAMETERS FOR "FREE" AND "FORLED" FINANCING ACTIONS

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CASH (I) = 0,97 REV. (I) + 0,02 REV. (I-1) + 0,002 REV. (I-2) RECEIV.(I) = 0,03 REV. (I) - 0,02 REV. (I-1) - 0,002 REV. (I-2) I = PERIOD INCOME-TAX = 0,15 MAX (0, (E-S)) + 0,36 MAX (0, (E-A), (S-A)) LOW VOLTAGE NETWORK EXPANSION = KM = 21,153 + 0,845 (8.140 + 0,03348 . (1,02 + 0,099 X T) . NO OF CUSTOMERS) KVA/CUSTOMER

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LOAD

NO. OF TRANSFORMER STATIONS

NETWORK-LENGTH



MODEL SEGMENTS (MODULES)

REVENUES

CONSTRUCTION PROJECTS

PRODUCTION COST

MAINTENANCE COST

SALARIES & WAGES

OTHER OPERATIONS

DEPRECIATION & INSURANCE

FINANCIAL INVESTMENTS

LONG TERM DEBT

FINANCING AND INCOME TAXES

A MODEL IS A (SIMPLIFIED) REPRESENTATION OF THE RELEVANT FUNCTIONS OF AN ENTERPRISE IN FORM OF MATHEMATICAL AND/OR LOGICAL RELATIONSHIPS

OR

A MODEL IS THE REPRESENTATION OF COMPLETELY FORMALISED PLANNING PROCEDURES



