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# INTRODUCTION TO MANAGERIAL ACCOUNTING

## DISCUSSION QUESTIONS

1. Managerial accounting is the provision of information for internal users in a firm.
2. The three broad objectives of managerial accounting are to provide information for planning, controlling, and decision making.
3. The users of managerial accounting information are generally managers and other employees of a firm. Managerial accounting information is typically not provided to outsiders but may be in selected cases. For example, a bank may require budgeting information for the next few years before agreeing to grant a loan.
4. A managerial accounting information system typically provides both financial and nonfinancial information. For example, financial information on cost of production is tracked. Other information, such as the number of warranty returns, may also be tracked by the management information system.
5. Controlling is sometimes called performance evaluation. It involves comparing the expected outcome with the actual outcome to see what differences, if any, exist.
6. Planning occurs first. Planning requires setting objectives and identifying the means of achieving those objectives. Then, the results of the plan are compared with the plan, which is called controlling. Clearly, it is also feedback, in that any impediments or unexpected occurrences are noted. This feedback is then used to develop the plan for the next period.
7. Managerial accounting is internally focused, does not follow mandatory rules, keeps track of both financial and nonfinancial information, emphasizes the future, and relies on a broad range of disciplines. Financial accounting, on the other hand, is externally focused, follows externally imposed rules (such as GAAP), has a historical orientation, and provides information about the company as a whole.
8. Huge improvements in technology, transportation, and communication over the past 50 years have changed the world significantly. Managerial accountants have had to broaden their focus beyond simple financial reporting to include the gathering of information on all types of costs and of the value of the product or service to customers. These broader costs are used in planning and decision making.
9. Customer value is the difference between what a customer pays for a product or service and what she or he receives in return. The focus on customer value forces management accounting to look at many types of costs, not simply manufacturing cost. These may include the price of the good or service, maintenance costs, search costs, learning costs, and disposal costs.
10. The value chain is the set of activities required to design, develop, produce, market, and deliver products and services to customers. It is important because it helps the company to understand its role in serving customers and to develop strategic competence.
11. Today's managerial accountant must understand many functions of the business, from manufacturing to marketing to distribution to customer service, in order to provide appropriate information for managing the value chain. Increased international trade means that the managerial accountant must be familiar with not only business practices and laws in his or her own country but also in the countries with which the company trades.
12. Enterprise risk management (ERM) refers to the formal process of identifying the factors or threats, both internal and external to the organization, that might prevent the organization from achieving its strategic objectives. The managerial accountant plays an increasingly important role in ERM by providing financial and nonfinancial measures of these threats and communicating them to high-level executives (e.g., chief risk officer, chief financial officer, board of directors) in the organization who manage these factors.

13. Line positions are those that have direct responsibility for the basic objectives of an organization. These typically include producing and selling a product. Staff positions are supportive in nature (e.g., human resources, maintenance) and have only indirect responsibility for an organization's basic objectives.
14. Yes, the controller should be a member of top management. This is because the controller, as the chief accountant for the firm, has a wealth of information needed by top management in determining the strategic direction of the firm.
15. Ethical behavior involves choosing actions that are right, proper, and just. Yes, it is possible to teach aspects of ethical behavior in a managerial accounting classroom. Students need to see examples of right and wrong behavior in business. These examples help them to recognize ethical dilemmas later on the job.
16. One major theme or executive pressure common to many of the accounting scandals is a focus on the short term, rather than the long term. For example, WorldCom wrongly decided to increase current period net income by inappropriately decreasing current period expenses (by recording more of the expenditures as an asset that would be expensed in small amounts each period rather than all at once in the current period). Often, the high-level executives that perpetrate such financial fraud are rewarded by incentives that overweight current period net income performance relative to long-term net income performance. Another major theme common to many of the accounting and banking frauds is a lack of sufficient transparency, or clarity, in the types and timing of the information that is reported to parties outside of the organization. Some business experts also would argue that a third common theme underlying many of these scandals was the lack of sufficient oversight (i.e., watchdog mentality) by the perpetrating organization's auditors, board of directors, or both.
17. The three forms of certification discussed are the Certified Management Accountant, the Certified Public Accountant, and the Certified Internal Auditor. While all three are appropriate to the accountant within the company, only the CMA exam is interdisciplinary and covers the broad range of subjects faced by the managerial accountant.

## MULTIPLE-CHOICE EXERCISES

- 1-1. c
- 1-2. e
- 1-3. a
- 1-4. b
- 1-5. e
- 1-6. a
- 1-7. d
- 1-8. b
- 1-9. e
- 1-10. e

## EXERCISES

### E 1-11

- a. Decision making
- b. Controlling
- c. Planning
- d. Decision making
- e. Planning
- f. Decision making

### E 1-12

- a. Managerial accounting oriented
- b. Financial accounting oriented
- c. Managerial accounting oriented
- d. Financial accounting oriented
- e. Managerial accounting oriented

### E 1-13

1. The total product is the product and its features (processing speed, disk drives, software packages, and so on), the service, the operating and maintenance requirements, and the delivery speed.
2. One company is emphasizing low costs, and the other is attempting to differentiate its PC by offering faster delivery and higher-quality service.
3. The Confiar's service component and its delivery time appear to be better than Drantex's. Thus, the realization of these features appears to outweigh the additional sacrifice (the additional operating and maintenance cost) associated with the Confiar PC. The implications for management accounting are straight-forward. The management accounting information system should collect and report information about customer realization and sacrifice. Much of this information is external to the firm but clearly needed by management.
4. Better quality and shorter delivery time increase the value of what the customer receives, while lowering the price decreases the amount paid. In total, customer value has increased, and presumably, this should make the Drantex PC much more competitive. This example illustrates how quality, time, and costs are essential competitive weapons. It also illustrates how critical it is for the management accounting system to collect and report data concerning these three dimensions.

**E 1-14**

Joan Dennison is staff. She is in a support role—she prepares reports and helps explain and interpret them. Her role is to help the line managers more effectively carry out their responsibilities.

Steven Swasey is a line manager. He has direct responsibility for producing a garden hose. Clearly, one of the basic objectives for the existence of a manufacturing firm is to make a product. Thus, Steven has direct responsibility for a basic objective and holds a line position.

**E 1-15**

No, it is not ethical for Steve to demand a kickback from Dave. Dave should not agree to this. This brief situation actually happened to Dave, a friend of the author. The author advised Dave not to accept the deal. Dave then checked with his lawyer who bluntly told him the deal was illegal. Dave did not accept.

**E 1-16**

A manager has a responsibility to the company as well as society. If the manager lays off the employees, he or she ignores both of these responsibilities. In effect, the manager would be pursuing self-interest at the expense of the company and the salespeople. While pursuit of self-interest is not necessarily unethical, it can be if it harms others. In this case, the manager's action could result in lower profits for the company because sales may decrease and unnecessary training costs will be incurred when the positions are refilled the following year. Similarly, it is unjust to penalize productive employees simply to earn a bonus. The right choice is to retain the three salespeople. In ethical terms, the manager is not behaving with integrity.

The reward system, in part, encouraged this behavior. Apparently, the manager is paid a bonus if profits exceed 10 percent of planned profits. By basing rewards on a short-run measure such as profits, the manager has the incentive to manipulate earnings in the short run. One way of manipulating annual earnings is to reduce discretionary expenditures.

This type of behavior can be discouraged by expanding the performance measures to include long-run factors like market share, productivity, and personnel development. The accounting system can also be used to track trends (e.g., training costs over time). Moreover, managers can be required to provide extensive justification for significant changes in discretionary expenses.

### **E 1-17**

- 1. By the time most students graduate from high school, they have not had much exposure to business. Therefore, they do not have full knowledge of acceptable behavior for the business environment. Students may not know that certain practices are unethical because they may not be familiar with the behavioral norms associated with these practices. Once students begin to learn business practices, they begin to see what ethical dilemmas can arise in a business context. Then they are able to apply the moral training they have had to deal with the situations. Furthermore, evidence exists that ethical reasoning can be changed for the better. Thus, instruction in ethics can be a vital part of a student's education.**
- 2. Sacrificing self-interest is a choice that each person must make. Others may be influenced by those individuals who behave ethically. Individuals committed to ethical behavior produce societies committed to ethical behavior.**
- 3. While this sounds noble, many would disagree that managers are first seeking to serve others and accept personal financial rewards as a by-product of a good job. Pursuit of self-interest and personal financial well-being is not necessarily unethical. It is only when this pursuit is done at the expense of the collective good that the behavior becomes questionable.**
- 4. It is often true that unethical firms and individuals suffer financially. In the long run, some evidence suggests that ethical behavior does pay. It is doubtful, however, that every unethical firm or individual is wiped out financially. Too many notable exceptions to this statement exist (for example, the selling of drugs by organized crime).**

### **E 1-18**

**The employees should not follow the suggestion of their boss to purchase more shares in anticipation of a buyout. This is insider trading and is illegal. Insider trading is prohibited by many corporate codes of ethics. Even when it is not explicitly prohibited by the corporate code of ethics, it is still wrong and illegal.**

### **E 1-19**

**Answers will vary.**