**ManagementInformationSystems:**MISrefertotheprocessofcoveringtheapplicationofpeopletechnology andprocedures tosolvebusinessproblems.

MISdistinctfromregularinformationsystemsinthattheyareusedtoanalyzeotherinformationsystemsappliedinoperationalactivitiesin theorganization.

Itisalsocommonlyusedtorefertothegroupinformationmanagementmethodstiedtothe automationorsupportofhumandecisionmaking.

**Ex:**Decisionsupportsystems,expertsystemsearlier,whencomputerswerenewlylaunched,businesscomputerswereuseforthepracticalbusinessofcomputingthe**Payroll**andkeepingtrackofaccountpayableandreceivable.Asapplicationsweredevelopedthatprovidedmanagerswithinformationaboutsales,inventoriesandotherdatathatwouldhelpinmanagingthe enterprise, theterm“MIS”aroseto describetherekind ofapplications.

Definition:Itcanbedefinedas“Researchintheinformationsystemsfieldexaminesmorethanthat the technologicalsystem,or just the socialsystem,oreventhe twosideby side,inaddition,itinvestigates the phenomenathat emerge when thetwointeract”.

**End–useComputing**:Thistermbroadlymeaningthattherearenointermediaryservicesformakinguseofcomputer,theend-useracquires thehardwareandsoftwareandruntheirapplicationswithouttheservicesofthespecialist IS department

Factorsforitsgrowth:

* GrowthofMicroComputers
* Dissatisfaction(delays,poorqualityofcentralizedapplicationsystemsbuiltbytheITspecialist.
* Increaseincomputerliteracy amongend-users

**MaterialsRequirementPlanning(MRP):**MRPisasoftwarebaseproductionplanningandinventory controlsystemused tomanagemanufacturingprocesses.

Objectives:

* Toensuretheavailabilityofmaterialsandproducts forproduction,deliverytocustomers.
* Tomaintainthe lowestpossiblelevelofinventory
* Toplanmanufacturingactivities,delivery schedulesandpurchasingactivities.

**Just–In–Time(JIT):**Whencomponentsarriveasandwhenrequiredinamanufacturingoperatingby workers.It iscalledjust-in-time.

Somewewouldatastrokeeliminateanyinventoryofparts,theywouldsimplyarrivejust-in-time.Similarlywecouldproducefinishedgoodsjust-in-timetobehandedtoacustomerwhowantsthem.Soatconceptualextremes.JIThasnoneedforinventoryorstock,eitherofrawmaterialsorworkinprogress orfinishedgoods.

**TotalQualityManagement:**ItistermfirstcoinedbytheU.SNavalairsystemscommandtodescriber,itsJapanese-stylemanagementapproachtoqualityimprovement.Itisamanagementapproachtolong-termsuccess throughcustomersatisfaction.

InaTQMeffort,allmembersofanorganizationparticipateinimprovingprocesses,products, servicesandthecultureinwhichthey work.

**SixSigma:**SixsigmaisasetofpracticesdevelopedbyMotorolatosystematicallyimproveprocessesbyeliminatingdefects.Adefectisdefinedasnon-conformityofaproductorserviceto its specifications.

SixSigmareferstotheabilityofhighlycapableprocessestoproduceoutputwithinspecification.InparticularprocessesthatoperatewithSixSigma qualityproduceatdefectlevelbelow3.4 defectsper millionopportunities.

The statisticalrepresentationofsix sigmaquantitatively howa processis performing.Toachievesixsigma,aprocessmustnotproducemorethan3.4defectspermillionopportunities.Asixsigmadefectisdefinedasanythingoutsideofcustomerspecification.Asixsigmaopportunity is thenthetotalquantityofchances foradefect.

Definition:SixSigmaatanyorganizationssimplymeansameasureofqualitythatstrivesfornearperfection.Sixsigmaisadisciplined,data-drivenapproachandmethodologyforeliminatingdefectsinanyprocessfrommanufacturingtotransactionalandfromproducttoservice.

**CapabilityMaturingModel:**CapabilitymaturityModel(CMM)isacollectionofinstructionsanorganizationcanfollowwiththepurposetogainbettercontroloveritssoftwaredevelopmentprocess.

TheCMMrankssoftwaredevelopmentorganizationsinahierarchyoffivelevelseachwithaprogressivelygreatercapabilityofproducingqualitysoftware.Eachlevelisdescribedasa levelofmaturity.Those 5 levelsare equippedwithdifferent number ofinstructiontofollow.

Level–1-**Initial:** Atmaturitylevel-1processesareusuallyadhocandtheorganizationusually doesnotprovide a stableenvironment

Level–2-**Repeatable:**Atthismaturitylevel-2,softwaredevelopmentsuccessesarerepeatable.Theorganizationmayusesomebasicprojectmanagementtotrackcostandschedule.

Level–3-**Defined:**A maturitylevel-3,processesarewellcharacterizedandunderstood,andare describedinstandardsprocedure, tools,andmethods.

Level–4-**Managed:**Usingprecisemeasurement,managementcaneffectivelycontrolthesoftwaredevelopmenteffort.Inparticular,managementcanidentifywaystoadjustandadopt

theprocesstoparticularprojectswithoutmeasurablelossesofqualityordeviationsfromspecifications.

Level–5-**Optimizing:**Thismaturitylevelfocusesoncontinuallyimprovingprocessperformancethroughbothincrementaland innovativetechnologicalimprovement.

**SupplyChainManagement**: Itistheprocessofplanning,implementingandcontrollingtheoperationsofthesupplychainasefficientlyaspossiblesupplychainmanagementspansallmovementandstorageofrawmaterials,work-in-processinventory,andfinishedgoodsfrompoint-of-originto point-of consumption.

**EnterpriseResourcePlanning(ERP)**:Itintegratealldatacanprocessesofanorganizationintoaunifiedsystem.AtypicalERPsystemwillusemultiplecomponentsofcomputersoftwareandhardwaretoachievetheintegration4keyingredientofmostERPsystemsistheuseofaunifieddatabasetostoredate.

ERPsystemscoverallbasicfunctionsofanorganization,regardlessoftheorganizationsbusiness, non-profitorganization,non-governmentalorganizationorgovernment.

**PerformanceManagement**:PerformanceManagementiscoveredwithcommunication.Thisisdonebycreatingaclimateinwhichacontinuingdialoguebetweenmanagersandthemembersoftheirteamstakesplacetodefineexpectationsandshareinformationontheorganizationsmission,valuesandobjectives.Thisestablishesmutualunderstandingofwhatistobeachievedandaframeworkformanaginganddevelopingpeople toensurethat it willbeachieved

## --- ByArmstrong&Murlis(1994).

PerformanceManagementisaboutmanagingtheorganization.Itisanaturalprocess ofmanagement, not asystemor technique.

## --- ByFowler (1990).

**BusinessProcessOutsourcing(BPO)**:BPOrefers to adecision to sub-contract someorallnon-coreprocesses.Themainmotiveforbusinessprocessoutsourcingisallowthecompanytoinvestmoretime,moneyandhumanresourcesintocoreactivitiesandbuildingstrategies,which fuel companygrowth.

Theglobalmarkettodayishighlycompetitiveandever-changing.Acompanymustfocusonimprovingproductivityandyet,cutdowncosts.There,alotoftasksthatuseupprecioustime, resourcesandenergy,arebeingoutsourced.BPOs orthe units towhichworkisbeingoutsourced, areflexible, quicker, cheaper andvery efficient.

BPOisthecontractingofspecificbusinesstask,suchaspayrolltoatird-partyserviceprovider.

BPOisoften dividedintotwocategories.

1. BackOfficeOutsourcing:Thisincludesinternalbusinessfunctionssuchasbillingorpurchasing.
2. FrontOfficeOutsourcing:Thisincludescustomer-relatedservicessuchasmarketingor technicalsupport.

## BusinessProcessRe-engineering(BPR):

Definition:Thefundamentalrethinkingandradicalredesignofbusinessprocessestoachievedramaticimprovementsincriticalcontemporarymeasuresofperformance,suchascost,quality serviceandspeed.

## --- ByHammerandChampy

BPRisamanagementapproachaimingatimprovementsbymeansofelevatingefficiencyandeffectivenessoftheprocessesthatexistwithinandacrossorganizations.TheykeytoBPRisfororganizationstolookattheirbusinessprocessesforma“cleanslate”perspectiveanddeterminehowtheycanbestconstructtheseprocessestoimprovehowthey conductbusiness.

**BenchMarking**:Aprocessofsearchingfor,identifying,andusingides,techniquesandimprovement ofothercompanies/situationsinits ownactivities.

Definition:Asystematicandongoingprocessofimprovingperformancebymeasuringaproduct,serviceorprocessagainst a partner thathasmasteredit.

* + In short –comparingmethodsagainst thebestto identify changes.
  + A quality managementtoolthatincludesa setofpracticesaimedatimprovingproduct andservicequality

Benchmarkinginvolvesmeasuringtheperformanceoftheorganization,teamorindividualsagainst the bestpracticeforthe industry, functionor particular activity.

**Balancescorecard**:Itisamanagementsystemthatenablesorganizationstoclarifytheirvisionandstrategyandtranslatethemintoaction.Itprovidesfeedbackaroundboththeinternalbusinessprocessesandexternaloutcomesinordertocontinuouslyimprovestrategicperformanceandresult.Whenfulldeployed,thebalancescorecardtransformsstrategicplanningfromanacademicexerciseintothenervecenterofanenterprise.

Thebalancescorecardsuggeststhatweviewtheorganizationfromfourperspectives’and to developmetrics.

* Thelearningandgrowthperspective
* Thebusinessprocess perspective
* Thecustomerperspective
* Thefinancialperspective.