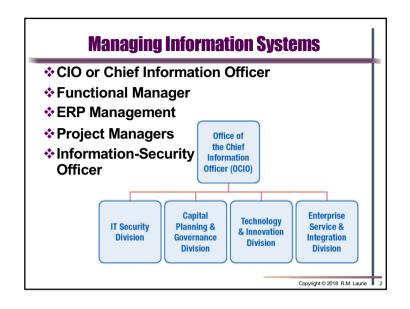
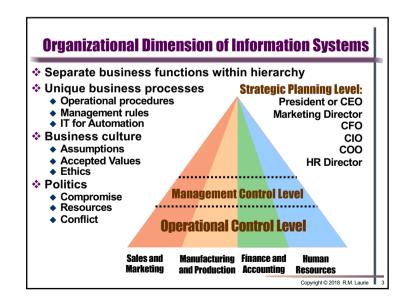
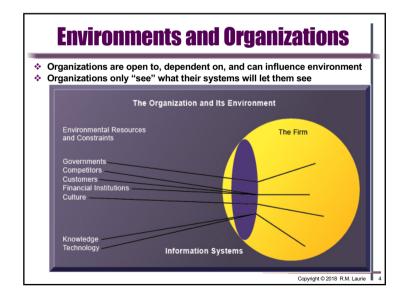
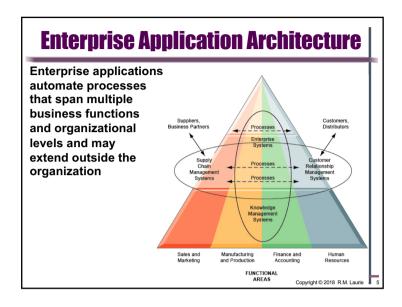
IFSM300-Ch9-People

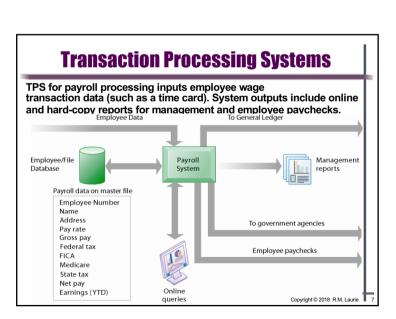
Chapter 9: People in Information Systems The Creators of Information Systems Systems Analyst Programmer Computer Engineer Hardware engineer Software engineer Systems engineer Network engineer Network engineer Thio-Systems Operations and Administration Computer Operator Database Administrator Help-Desk/Support Analyst Trainer











Systems that Span the Enterprise

- Enterprise applications
 - ◆ Span functional areas
 - Execute business processes across firm
 - ◆ Include all levels of management
- Major applications:
 - ◆ Enterprise Resouce Planning systems (All Layers)
 - ◆ Executive Support Systems (Strategic Management)
 - Decision Support Systems (Middle Management)
 - ◆ Supply Chain Management systems (Operational)
 - ◆ Transaction Processing Systems (Operational)
 - Customer Relationship Management systems (Operational)

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Quality Management

- Fine-tuning business processes to improve quality in their products, services, and operations
 - ◆ The earlier in the business cycle a problem is eliminated, the less it costs the company
 - Quality improvements lower costs
- * Total Quality Management (TQM):
 - · Achievement of quality control is end in itself
 - Everyone is expected to contribute to improvement of quality
 - ◆ Focuses on continuous improvements over time
 - ◆ Goal is zero defects in product manufacturing
 - ♦ W. Edwards Demming
 - ♦ Founder of Quality Management in Japan and later USA
 - ♦ Demming's 14 points of Quality Management
- Common Quality Standards
 - ◆ ISO9000 ISO9001
 - Corporate certification describes that they are managing business processes in an effective way
 - · Six sigma: Statistical analysis tools to detect flaws and adjust

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Total Quality Management

- ❖ Dr Demming TQM 123 in Japan 1970's in USA 1980's
 - ◆ Deming's concepts based on statistical process control
 - ◆ Deming's <u>Seven Deadly Diseases of Management</u>
 - 1. Lack of constancy of purpose
 - 2. Management by use only of data, with little consideration of data that are unknown or unknowable
 - 3. Evaluation of performance, merit rating, or annual review
 - 4. Emphasis on short-term profits
 - 5. Mobility of management; job hopping
 - 6. Excessive costs of liability
 - 7. Excessive medical costs
 - Demming Videos to view
 - 1. Demming Part 1 <a href="http://http://http.
- https://youtu.be/GHvnlm9UEoQ001:2015
 - 2. Demming Part 2 https://youtu.be/mKFG
 - 3. Demming Part 3 https://youtu.be/6WeTaLRb-Bs
 - 4. https://deming.org/explore/seven-deadly-diseases
 - 5. https://deming.org/explore/fourteen-points

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