**Assignment 1 Management Information Systems 21/22 year1, term2**1918IN121B Assignments Management Information Systems

Handing out: week 47 (nov,20)   
Deadline : week 48 (nov,29) on paper at the beginning of the next class   
 or handing in in my paper-mailbox on the day of the next lesson; no later than 4 pm.

**Individual assignment.**   
*Please fill out this Word form (available at BB) digital. Enter your student number, name and group code.   
Give your answers in the appropriate boxes; make the boxes larger, if necessary.   
Equal solutions of different students are all rated “Fail”.   
Hand in the your printed paper; no plastic folders, just paper and a staple.*

Success, Dieter Nijdam

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**I Mention 3 new trends in Management Information Systems today and give a short explanation. ( Ch.1)**

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| Trend | Short explanation |
| 1. **Operational Excellence** | Now, there is a trend among the businesses to increase the operational excellence to boost the higher production and higher profit margin. In that case, information system and technologies are playing a very important role. For example, if we think about Walmart (the largest retail shop on the planet), as soon as a customer buy a product, the supplier monitoring the item knows to ship a replacement to the shelf. |
| 2. **Customer and Supplier Intimacy** | If businesses know the preferences of the customers and server them well, the customers are going back to them which rises the revenues of the business. Likewise, the more a business engages its suppliers, the better the suppliers can provide vital inputs which cost less money. |
| 3. |  |

**II UPS case ( Ch.1 p.55/56 )**

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| **1 What are the inputs, processing , and the outputs of UPS’s package tracking system ?** |
|  |
| **2 What technologies are used by UPS ?** |
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| **3. Explain how UPS’s information systems address the following strategic business objectives.** (see p45/46) |
| 1 Operational excellence |
| 2 Customer intimacy. |

III **Give the meaning of the following terms. (H2)   
Give an explanation and optionally, give an example, which clarify the concept.**

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| **term** | **meaning** | **Explanation / example** |
| **TPS** |  |  |
| **ESS** |  |  |
| **DSS** |  |  |
| **ERP** |  |  |
| **CIO** |  |  |
| **CSO** |  |  |

**IV Which 5 primary processes are part of Porter’s Value Chain model ? (Ch.3)**

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| **1**  **2**  **3**  **4**  **5** |

**How can management use the value-chain analysis for making choices of starting new IT projects?  
Give an example and short explanation.**

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