

**Department of Organization Strategy and Leadership
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“Assignment on Management Information System”

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“The description of Automated Super Shop”
and
“The implementation of ERP on Manual Grocery Shop”

Automated Super Shop: (SHWAPNO SUPER SHOP)



Shwapno is one of the top brands of sophisticated super shop chain which invest a big money in information system and technology. Now it continuously adopting today's ongoing technology, thus it sustains its long-lasting brand value to the customer. It has expanded into more than 350 outlets. We have visited to observe and get insights about the contribution of IT behind the success of **Shwapno**. We went to one of their Outlets which is located in Nazim Uddin road, Dhaka. By talking with the outlet manager, we found that how they use ERP software to integrate their all the functional system.

The mission of them is to enrich the quality of life through responsible application of knowledge and technology and the vision is to attain high level of productivity in all operation through effective utilization of resources and appropriate technology.

There are several business functions such as Management, Accounting and Finance, Sales and marketing, distribution and supply chain management. Each of these functions are automated by using IT technology in their top and mid-level management. They have specifically five categories of logistics products including- convenience products, company goods (**CG**), back store goods, beverages, and frozen foods. Here, the transaction processing system is applied by lower-level manager in selling the goods and commodities where they use EPS Software. Now these-information are going to centralized unit which is known as Enterprise Resource Planning (**ERP**).

There are total 29 employees where 22 are line employees who execute and supervise the selling and marketing functions. The rest of them monitor and guide the whole process which are essential for executing support system (**ESS**).

The automated process of SHWAPNO super shop is mainly the "Billing System" in which sales and purchasing implement through **POSSBOSS** Software. Here the customers firstly choose their intended goods, then going to the counter and receptionists compute the products information and give them invoice for payment. This software scanning the **QR Code** of products that shows the overall information about the products (name of goods, price, quantity/weights). It also accumulates these activities information to the warehouse and inventory management. As they use **ERP** software, the whole inventory information is centralized into the company's database. Ultimately this data about inventory level (**In's and Out's**) can help top management in decision support system (**DSS**).

Software and Vendors: They use **Mirror ERP** and **POSSBOSS** for accounting and SAP (Software and Application Products) for selling and billing systems. The transactions and inventory level are recorded in MS Excel. The quarterly report prepared by MS Word. The safeguarding technology for information resources monitored by Head office which is password-based, encrypted as symmetrically and they do not share their performance report publicly. The employees in this organization are hired by minimal qualification of IT knowledge and after then management train and promote them.

The distribution channel system is **DSC (Distribution System Code)** by which Shwapno deals with retailers to buy inventory upfront with no return successively. They place order for all types of inventories and contract for payment within specific time period.

Manual Organization: (SUCHONA GROCERY SHOP)

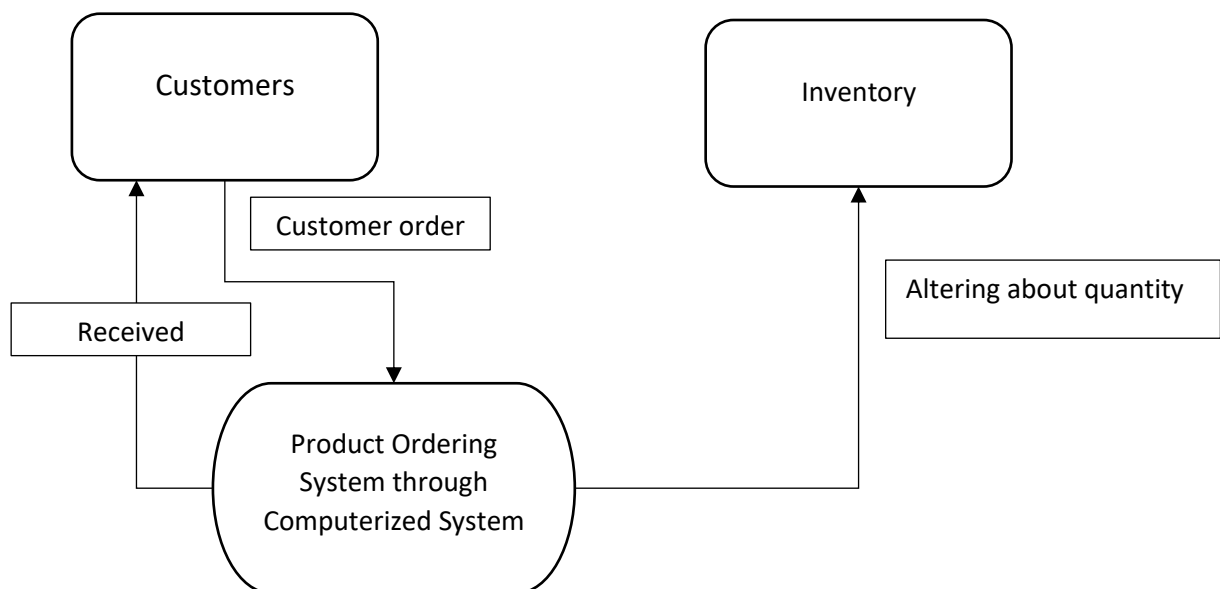
If we discuss about our selected manual organization (***SUCHONA GROCERY SHOP***) which is implementing through the conventional management style, located at Ruqayyah Hall, Dhaka University. Conducting their activities by IT, we have selected their buying and selling calculation on the basis of Enterprise Resource Planning system. In the beginning, they have to record all the items or transactions(daily routine basis) by computerized system. The transaction may be the sales order entry, shipping, payroll, and employee record keeping on MS Excel. So, the managers have to know about the basic computer operating system, MS Excel, and browsing internet.

Here we show the inventory level database is given below:

Product Line	Product In	Product Out	Total Inventory
Beauty and care	-	-	-
Medicine	-	-	-
Bakery	-	-	-
Frozen Foods & Vegetables	-	-	-
drinks	-	-	-

Table: Database of Inventory level

This type of record keeping system help managers to make decision about inventory level. That is the most viable strategy for them as usual, because they are not used to practice the computerized system at the commencement. They have to adopt the technology gradually as they are the beginner and before implementing ERP, record keeping task on the regular basis must be executed effectively.



Data Flow Diagram: Level-0

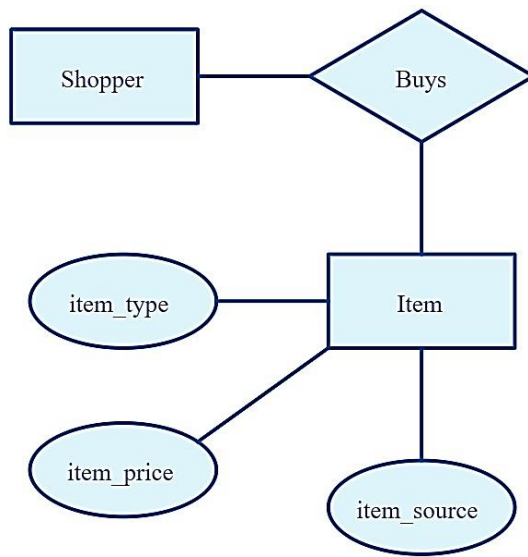


Figure: ER Diagram

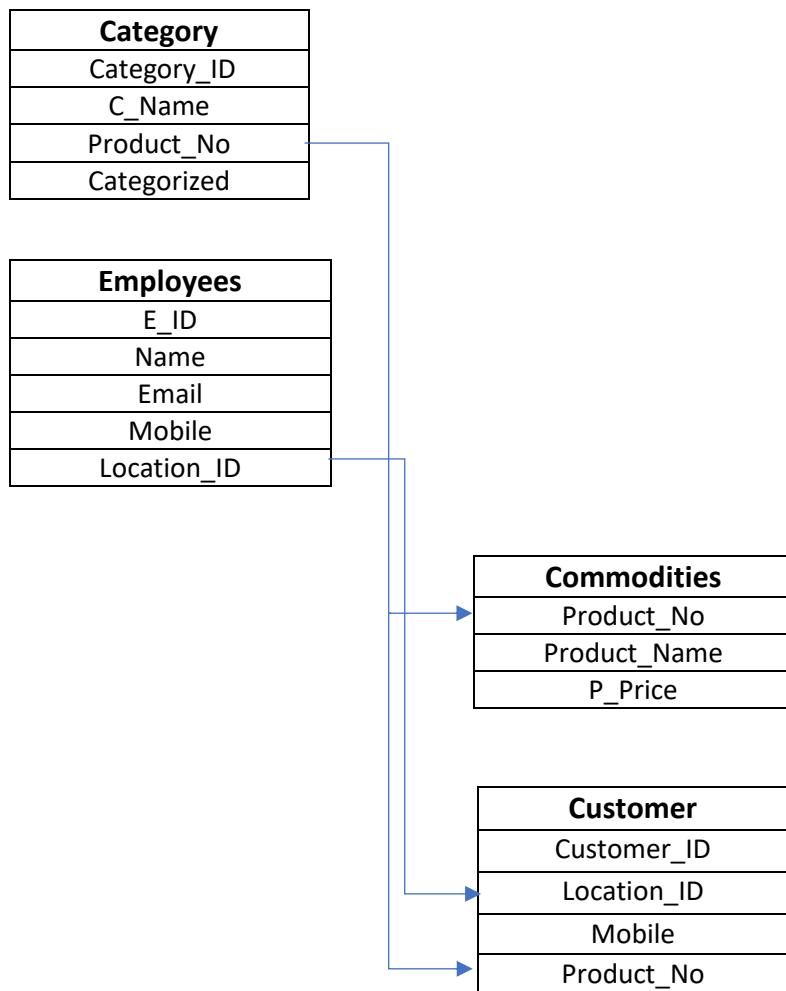


Figure: Relational Database

We suggest they can open their official website and I also created an official website where customer will know about the shop's products and can claim or comment ([Suchona Grocery Shop](https://github.com/Tasrin-Jahan-Sharna/Suchona-Grocery-Shop)) The Link: <https://github.com/Tasrin-Jahan-Sharna/Suchona-Grocery-Shop> so that their customers can easily know about shop details and what products are available to them. We also suggest them to create Facebook, Instagram Page for advertising, dissemination of products data. Besides, if there is any problem with any product, they can report and review about it directly.

Recommend and Criticism:

However, using ERP and any other technology in a grocery store is quite costly and time consuming. Also, retaining data on database is likely to be riskier than computing manually. The main customer of this shop is only Ruqayyah Hall resident, not outside customer. For this reason, using IS and investing on technology can be costly and probably irrelevant.

THE END