1. _____ are defined as the formal routines, reports, and procedures that use information to maintain or alter patterns in organization activities.
A.   Management control systems

2. _____ are typically based on software that can convert large amounts of complex data into pertinent information and provide that information to top managers in a timely fashion.
B.   EIS

3. _____ can create a level of cooperation not previously imaginable if managers approach the practice with an attitude of trust and partnership.
A.   Enterprise integration

4. _____ is a highly ambitious quality standard that specifies a goal of no more than 3.4 defects per million parts.
D.   Six Sigma

5. _____ is the efforts to systematically find, organize, and make available a company's intellectual capital and to foster a culture of continuous learning and knowledge sharing so that organizational activities build on what is already known.
C.   Knowledge management

6. _____ is typically concerned with well-defined problems about operational issues and past events.
B.   First-line management

7. _____ software uses sophisticated decision-making processes to search raw data for patterns and relationships that may be significant.
B.   Data mining

8. _____ specify standards for employee participation, teamwork, and problem solving.
B.   Quality control systems

9. Access to management information systems and executive information systems are typically controlled by placing them on the:
B.   intranet.

10. All of the following are basic strategies for setting up an Internet operation *except*:
D.   franchising.

11. An important aspect of integrated enterprise is:
C.   supply chain management.

12. E-commerce includes:
D.   All of the above

12. Electronic data interchange (EDI):
B.   exchanges information between companies for rapid resupply

13. Explicit knowledge includes:

C.   development of a electronic document system that codifies, stores, disseminates, and allows reuse of knowledge.

14. Six Sigma is based on a methodology referred to as _____, which provides a structured way for organizations to approach and solve problems.

A.   DMAIC

15. The _____ helps managers focus on the key strategic measures that define the success of a particular organization over time and communicate them clearly through the organization.

D.   balanced scorecard

16. The _____ is a comprehensive management control system that balances traditional financial measures with operational measures relating to a company's critical success factors.

B.   balanced scorecard

17. The form of corporate networking which is a private internal network that uses the infrastructure of the World Wide Web, but is cordoned off from the public, is called:

B.   Intranet.

18. The evolution of organizational applications of information technology move from first-line to the top as follows:

C.   operations, business resource, strategic weapon.

19. The impact of information technology on organization design includes:

B.   more decentralized organization structures.

20. The initial applications of information technology by organizations was in the area of:

B.   transaction processing systems.

21. The process of continually measuring products, services, and practices against tough competitors or other organizations recognized as industry leaders is referred to as

B.   benchmarking.

22. The systems that automate the organization's routine, day-to-day business transactions such as data from sales or purchases from suppliers are called:

A.   transaction processing systems.

23. The use of huge databases that combine all of a company's data and allow users to access the data directly, create reports, and obtain responses to what-if questions is referred to as:

D.   data warehousing.

24. What is the highest level of application of use of information technology?

C.   Strategic weapon

25. **Which of the following** characterizes the formalization stage of the life cycle?

D.   All of the above

25. Which of the following **is an interactive** information system that is designed to help managers at all levels make decisions through integrated databases in which a series of "what if" questions can be posed?

A.   Decision support systems

26. Which of the following **is not a management** control system?

C.   Discipline policies

27. Which of the following **is not a perspective** of the balanced scorecard?

D.   The organization's capacity for learning and growth

28. Which of the following **is not a step** of a simplified feedback control model?

D.   Set organizational mission and vision

29. Which of the following **provides** mid-level managers with reports that summarize data and support day-to-day decision making?

C.   Information reporting systems

30. **With a modular** structure, most activities are:

A.   outsourced.

1. An important aspect of the EIS is supply chain, which means managing the sequence of suppliers and purchasers covering all stages of processing from obtaining raw materials to distributing finished goods to consumers. **F**

2. Approaches of explicit knowledge management include the use of dialogue and communities of practice. **F**

3. As the complexity of computer-based information technology systems has increased, applications have grown to support effective top management control and decision making about complex and uncertain problems. **T**

4. Data and information are synonymous terms**. F**

5. Data mining software is designed to print out data from the government sector, particularly from census reports. **F**

6. Effective control systems involve the use of feedback to determine whether organizational performance meets established standards to help the organization attain its goals. **T**

7. EIS collects data from transactions such as sales, purchases from suppliers, and inventory changes and stores them in a database. **F**

8. Enterprise resource planning can integrate key management processes by integrating order processing, product design, purchasing, inventory, distribution, and other areas of organizational activity. **T**

9. If an organization is structured as a network organization, it will actually forego many of the usual departments because of subcontracting. **T**

10. Information reporting systems are designed for non-managerial and non-supervisory personnel to have access to basic information on the status of product orders. **F**

11. Knowledge management can serve as the backbone for an entire organization by integrating and optimizing all the various business processes across the entire firm. **F**

12. Management information systems facilitate rapid and effective decision making. **T**

13. Managers use periodic statistical reports to evaluate and monitor nonfinancial performance, such as customer satisfaction, employee performance, or rate of staff turnover. **T**

14. Managers use quality control systems to train employees in quality control methods, set targets for employee participation, establish benchmarking guidelines, and assign and measure Six Sigma goals. **T**

15. One effect of IT on organization design is overall growth in size from the hiring of technical personnel. **F**

16. Six Sigma is a comprehensive management control system that balances traditional financial measures with operations measures relating to a company's critical success factors. **F**

17. Tacit knowledge is formal, systematic knowledge that can be written down and passed on to others. **F**

18. The components of the scorecard are designed in an integrative manner so that they reinforce one another and link short-term actions with long-term strategic goals. **T**

19. The formal routines, reports, and procedures that use information to maintain or alter patterns in organization activities are referred to as the balanced scorecard. **F**

20. The four systems of a management control system form an overall management control system that provides top management with control information about resource inputs, process efficiency, and output. This information allows them to create new strategies. **F**

21. The MIS is supported by the organization's transaction processing systems and by organizational databases. **T**

22. The purpose of data warehousing is to combine all of a company's data and allows users to access the data directly, create reports, and obtain responses to what-if questions. **T**

23. The statistical report is typically used to set targets for the organization's expenditures for the year and then report actual costs on a monthly or quarterly basis. **F**

24. Today, most companies with intranets have moved their management information systems, executive information systems, and so forth over to the intranet so they can easily be accessed by anyone who needs them. **T**

25. Transaction processing systems facilitates decision making at the highest levels of management. **F**

26. Whereas some large organizations used to have difficulty working with small suppliers who did not have the resources to become capable of electronic data interchange, they can now use the Internet to give them that capability. **T**