

MIS Final Study Guide

Chapter 7:

- Best Practices: procedures and processes used by business organizations that are widely accepted as being among the most effective and/or efficient.
- Business Process Management: A systematic, structured improvement approach by all or a part of an organization, including a critical examination and redesign of business processes in order to achieve dramatic improvements in one or more performance measures such as quality, cycle time, or cost.
- Core Activities: the activities within a value chain that process inputs and produce outputs, including inbound logistics, operations and manufacturing, outbound logistics, marketing and sales, and customer service.
- Downstream Information Flow: an information flow that relates to the information that is produced by a company and sent along to another organization, such as a distributor.
- Enterprise Resource Planning (ERP): an information system that integrates business activities across departmental boundaries, including planning, manufacturing, sales, marketing, and so on.
- Enterprise System: an information system that spans the entire organization and can be used to integrate business processes, activities, and information across all functional areas of a firm.
- ERP Core Components: the components of an ERP that support the internal activities of an organization for producing products and services.
- ERP Extended Components: the components of an ERP that support the primary external activities of an organization for dealing with suppliers and customers.
- Externally Focused System: an information system that coordinates business activities with customers, suppliers, business partners, and others who operate outside and organization's boundaries.
- Internally Focused System: an information system that supports functional areas, business processes, and decision making within an organization.
- Inter-organizational System (IOS): information system that communicates across organizational boundaries.
- Make-to-order process: the set of processes associated with producing goods based on sales orders.
- Make-to-stock process: the set of processes associated with producing goods based on demand forecasts.
- Order-to-cash process: the set of processes associated with selling a product or service.
- Procure-to-pay process: the set of processes associated with procuring goods from external vendors.
- Service-oriented architecture (SOA): a software architecture in which business processes are broken down into individual components (or

- services) that are designed to achieve the desired results for the service consumer.
- Stand-alone application: a system that focuses on the specific needs of an individual department and is not designed to communicate with other systems in the organization.
 - Support activities: business activities that enable the primary activities to take place. Support activities include administrative activities, infrastructure, human resources, technology development, and procurement.
 - Upstream information flow: an information flow consisting of information received from another organization, such as from a supplier.
 - Value System: a collection of interlocking company value chains
 - Vanilla version: the features and modules that a packaged software system comes with out of the box.
 - Web service: a component that allows data to be accessed without intimate knowledge of other organizations' systems, enabling machine-to-machine interaction over the Internet.

Chapter 8:

- Analytical CRM: systems for analyzing customer behavior and perceptions in order to provide business intelligence
- Bullwhip effect: large fluctuations in suppliers' forecasts caused by small fluctuations in demand for the end product and the need to create safety buffers.
- Business-to-business marketplace: a trading exchange operated by a third-party vendor, not associated with a particular buyer or supplier.
- Collaborative CRM: systems for providing effective and efficient communication with the customer from the entire organization
- Computer Aided Design (CAD): software used to create design drawings and three-dimensional models during the product design process.
- Computer Aided Engineering (CAE): software used to complement or replace the process of building prototypes during product development.
- Computer Aided Manufacturing (CAM): the use of information systems to control the production process of a product.
- Customer Interaction Center (CIC): part of operational CRM that provides a central point of contact for an organization's customers, employing multiple communication channels to support the communication preferences of customers.
- Customer portal: an enterprise portal designed to automate the business processes that occur before, during, and after sales between a supplier and multiple customers.
- Customer Relationship Management (CRM): a corporate-level strategy designed to create and maintain lasting relationships with customers by concentrating on the downstream information flows through the introduction of reliable systems, processes, and procedures.

- Electronic Data Interchange (EDI): the digital, or electronic, transmission of business documents and related data between organizations via dedicated telecommunications networks.
- Extensible Markup Language (XML): a data presentation standard that allows designers to create customized features that enable data to be more easily shared between applications and organizations.
- First-Call Resolution: addressing the customers' issues during the first call.
- Just In Time (JIT): a method to optimize ordering quantities so that parts or raw materials arrive just when they are needed for production.
- Operational CRM: systems for automating the fundamental business processes—marketing, sales, and support—for interacting with the customer
- Product Flow: the movement of goods from the supplier to production, from production to distribution, and from distribution to the customer.
- Radio Frequency Identification (RFID): the use of electromagnetic energy to transmit information between a reader and a processing device; used to replace bar codes and bar code readers.
- Sales Force Automation (SFA): CRM systems to support the day-to-day sales activities of an organization.
- Supplier Portal: a subset of an organization's extranet designed to automate the business processes that occur before, during, and after sales have been transacted between a single buyer and multiple suppliers. Also referred to as a "sourcing portal" or "procurement portal".
- Supply Chain: the collection of companies and processes involved in moving a product from the suppliers of raw materials, to the suppliers of intermediate components, to final production, and ultimately to the customer
- Supply Chain analytics: the use of key performance indicators to monitor performance of the entire supply chain, including sourcing, planning, production, and distribution.
- Supply Chain effectiveness: the extent to which a company's supply chain is focusing on maximizing customer service, with lesser focus on procurement, production, and transportation costs.
- Supply Chain efficiency: the extent to which a company's supply chain is focusing on minimizing procurement, production, and transportation costs, sometimes by reducing customer service.
- Supply Chain Execution: the execution of supply chain planning, involving the management of product flows, information flows, and financial flows.
- Supply Chain Management: information systems focusing on improving upstream information flows with two main objectives—to accelerate product development and to reduce costs associated with procuring raw materials, components, and services from suppliers.
- Supply Chain Planning: the process of developing various resource plans to support the efficient and effective production of goods and services.
- Supply Chain Visibility: the ability to track products as they move through the supply chain and to foresee external events.