

Lecture five

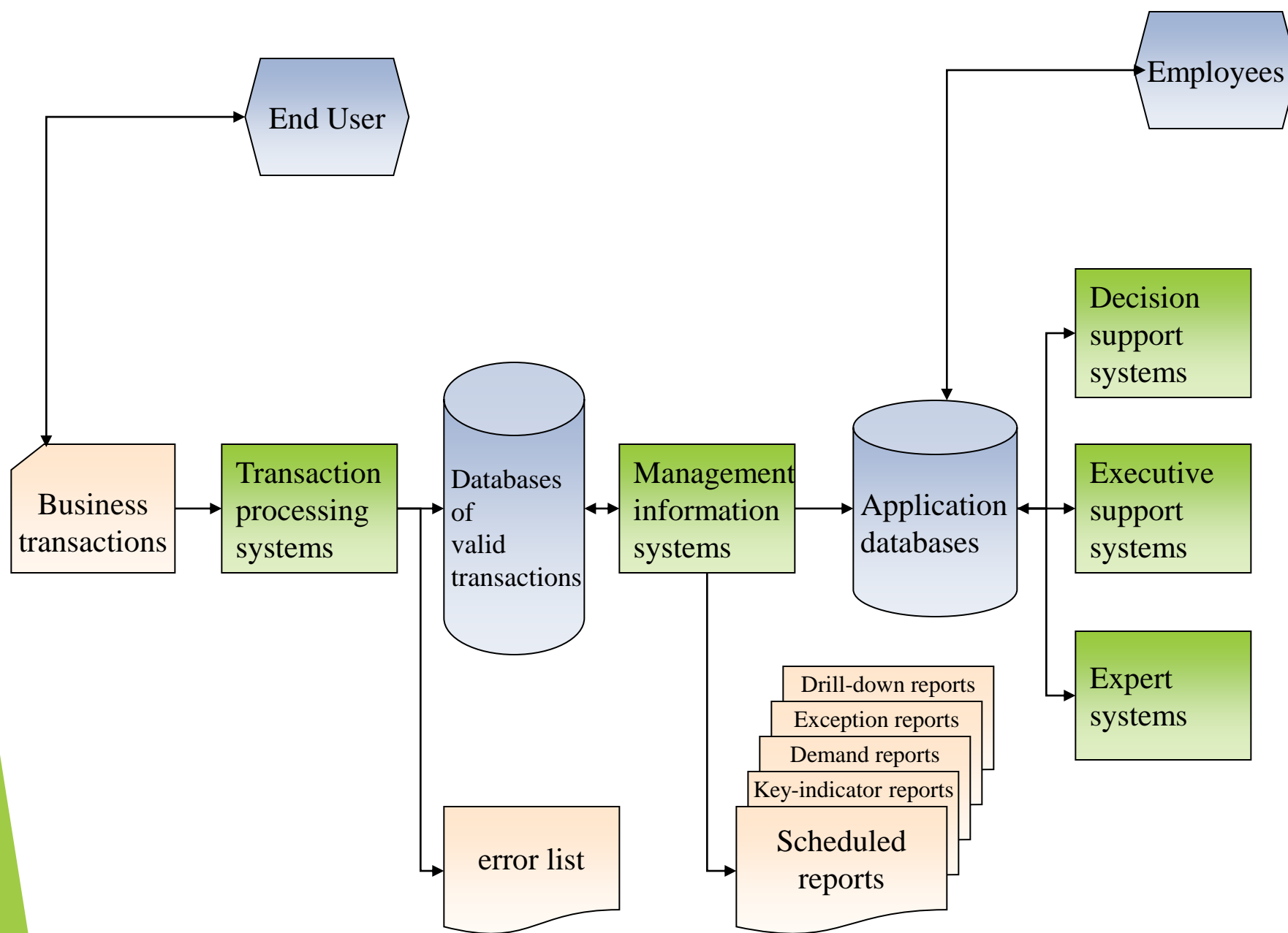
MIS Concepts

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- ▶ Information is Critical
 - ▶ The information we have is not what we want,
 - ▶ The information we want is not the information we need,
 - ▶ The information we need is not available.

Management Information Systems (MIS)

- ▶ Management information system (MIS)
 - ▶ An MIS provides managers with information and support for effective decision making, and provides feedback on daily operations
 - ▶ Output, or reports, are usually generated through accumulation of transaction processing data
 - ▶ Each MIS is an integrated collection of subsystems, which are typically organized along functional lines within an organization



Outputs of a Management Information System

- ▶ **Scheduled reports**
 - ▶ Produced periodically, or on a schedule (daily, weekly, monthly)
- ▶ **Key-indicator report**
 - ▶ Summarizes the previous day's critical activities
 - ▶ Typically available at the beginning of each day
- ▶ **Demand report**
 - ▶ Gives certain information at a manager's request
- ▶ **Exception report**
 - ▶ Automatically produced when a situation is unusual or requires management action

Scheduled Report Example

Daily Sales Detail Report						
						Prepared: 08/10/xx
Order #	Customer ID	Sales Rep ID	Ship Date	Quantity	Item #	Amount
P12453	C89321	CAR	08/12/96	144	P1234	\$3,214
P12453	C89321	CAR	08/12/96	288	P3214	\$5,660
P12453	C03214	GWA	08/13/96	12	P4902	\$1,224
P12455	C52313	SAK	08/12/96	24	P4012	\$2,448
P12456	C34123	JMW	08J/13/96	144	P3214	\$720

Key Indicator Report Example

Daily Sales Key Indicator Report			
	This Month	Last Month	Last Year
Total Orders Month to Date	\$1,808	\$1,694	\$1,014
Forecasted Sales for the Month	\$2,406	\$2,224	\$2,608

Demand Report Example

Daily Sales by Sales Rep Summary Report	
Prepared: 08/10/xx	
Sales Rep ID	Amount
CAR	\$42,345
GWA	\$38,950
SAK	\$22,100
JWN	\$12,350

Exception Report Example

Daily Sales Exception Report – ORDERS OVER \$10,000						
						Prepared: 08/10/xx
Order #	Customer ID	Sales Rep ID	Ship Date	Quantity	Item #	Amount
P12453	C89321	CAR	08/12/96	144	P1234	\$13,214
P12453	C89321	CAR	08/12/96	288	P3214	\$15,660
P12453	C03214	GWA	08/13/96	12	P4902	\$11,224
...
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Characteristics of a Management Information System Reports:

- ▶ Provides reports with fixed and standard formats
 - ▶ Hard-copy and soft-copy reports
- ▶ Uses internal data stored in the computer system