

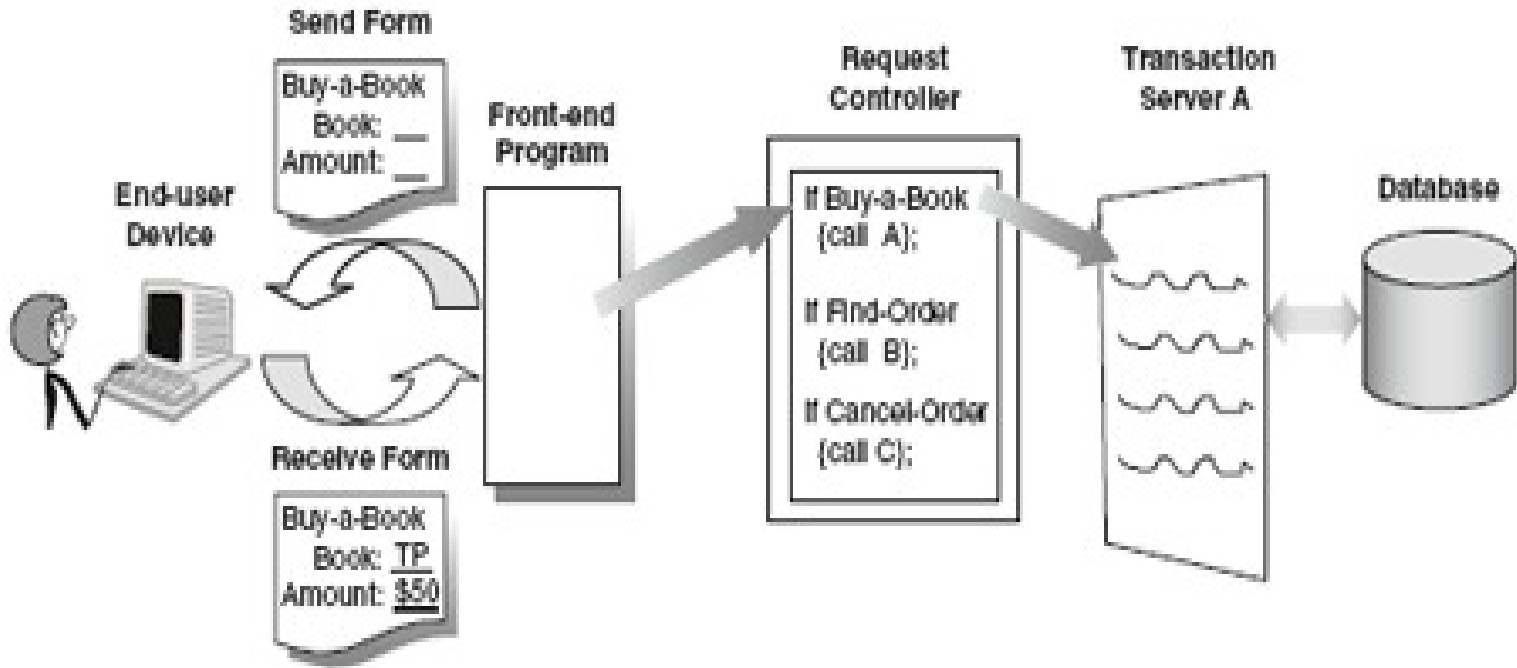


Transaction Processing System



- A transaction : An activity such as making a purchase or a sale and so on.
- A system through which performance of transaction is ensured, is known as TPS.
- Processes day to day transactions.
- Can be handled manually or through computer based system

Transaction Processing System





Features of TPS



- Similarity in TPS of various organizations
- TPS is a major producer of info reports.
- They generate up to date assessment of organizational performance
- Components are Input, Processing, Storage, Output.



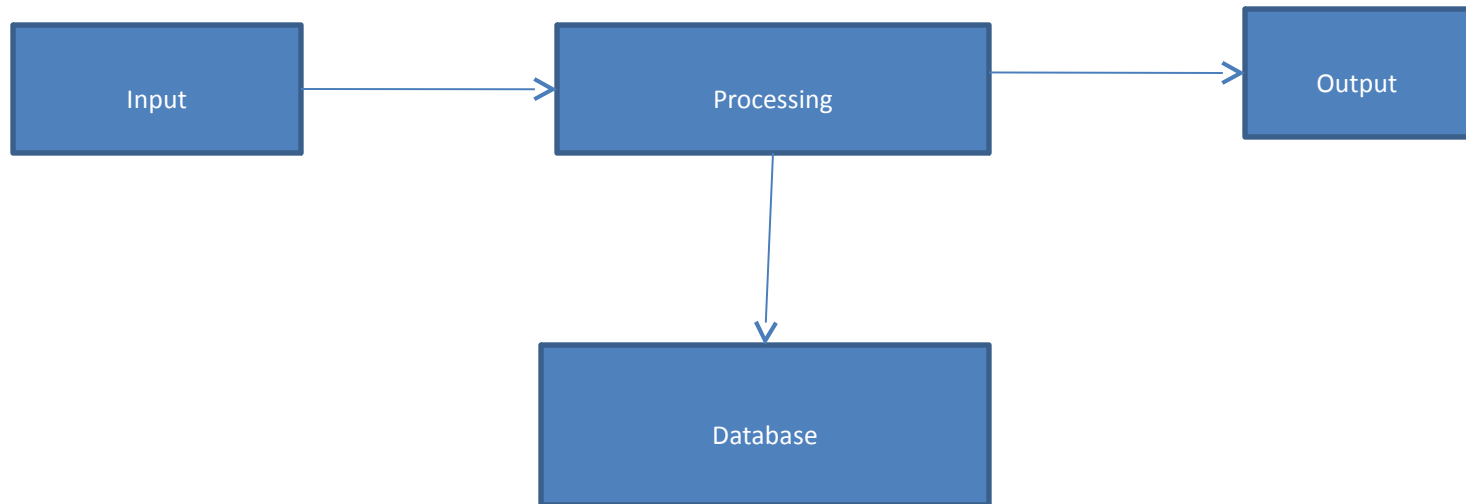
Components



- I/P : In the form of source documents
- Processing: Converting input to output
- Storage : Stores various records
- Output : In form of documents



Transaction processing cycle





Transaction processing methods



- 1) Online entry with immediate processing
- 2) Online entry with subsequent processing
- 3) Batch processing

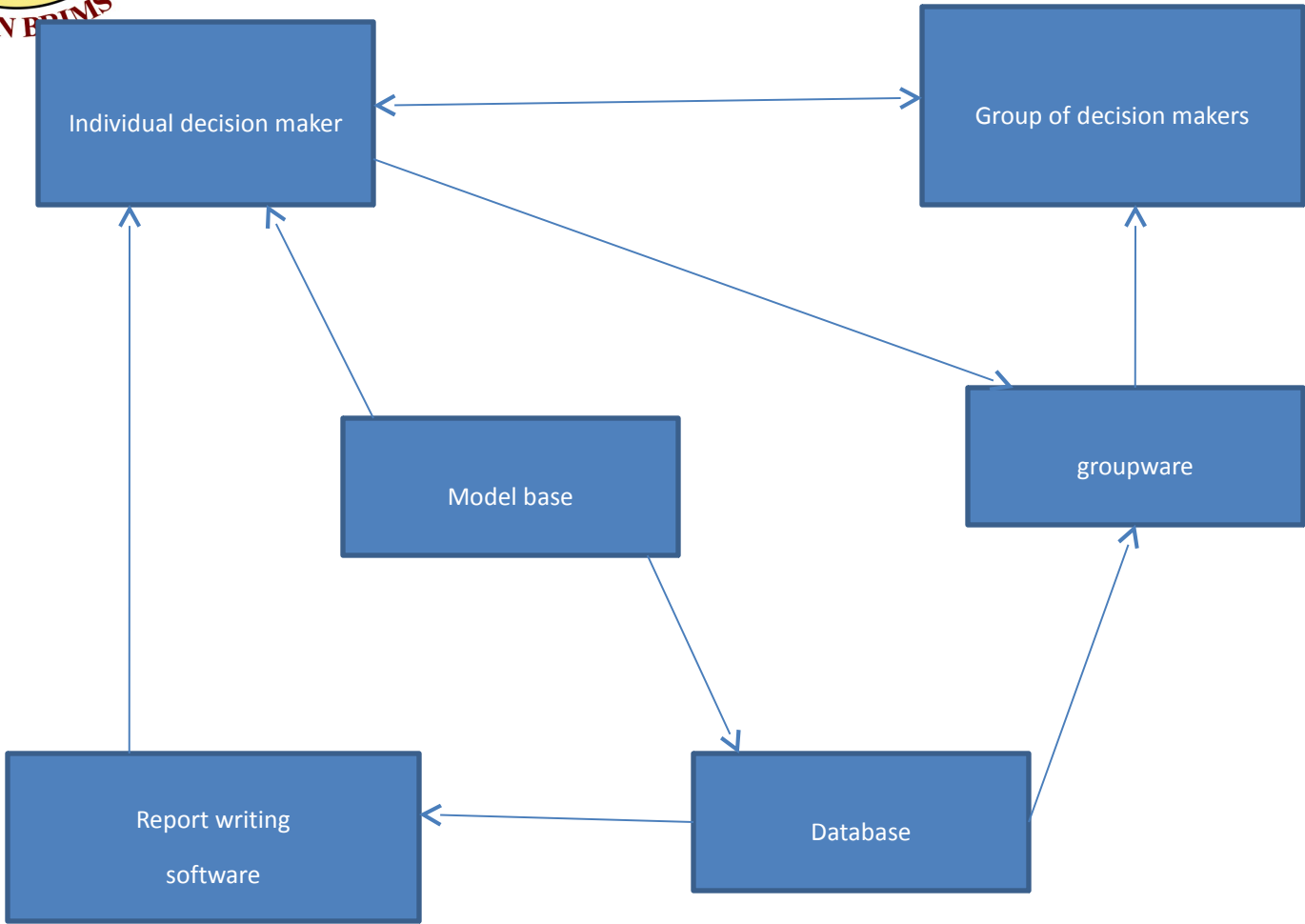


Group DSS



- Important decisions are made by groups called as groupware.

Components of GDSS





Advantages of GDSS



- Pooling of knowledge and information
- Satisfaction and commitment:
Development of good spirit
- Personnel development through learning
- More risk taking ability

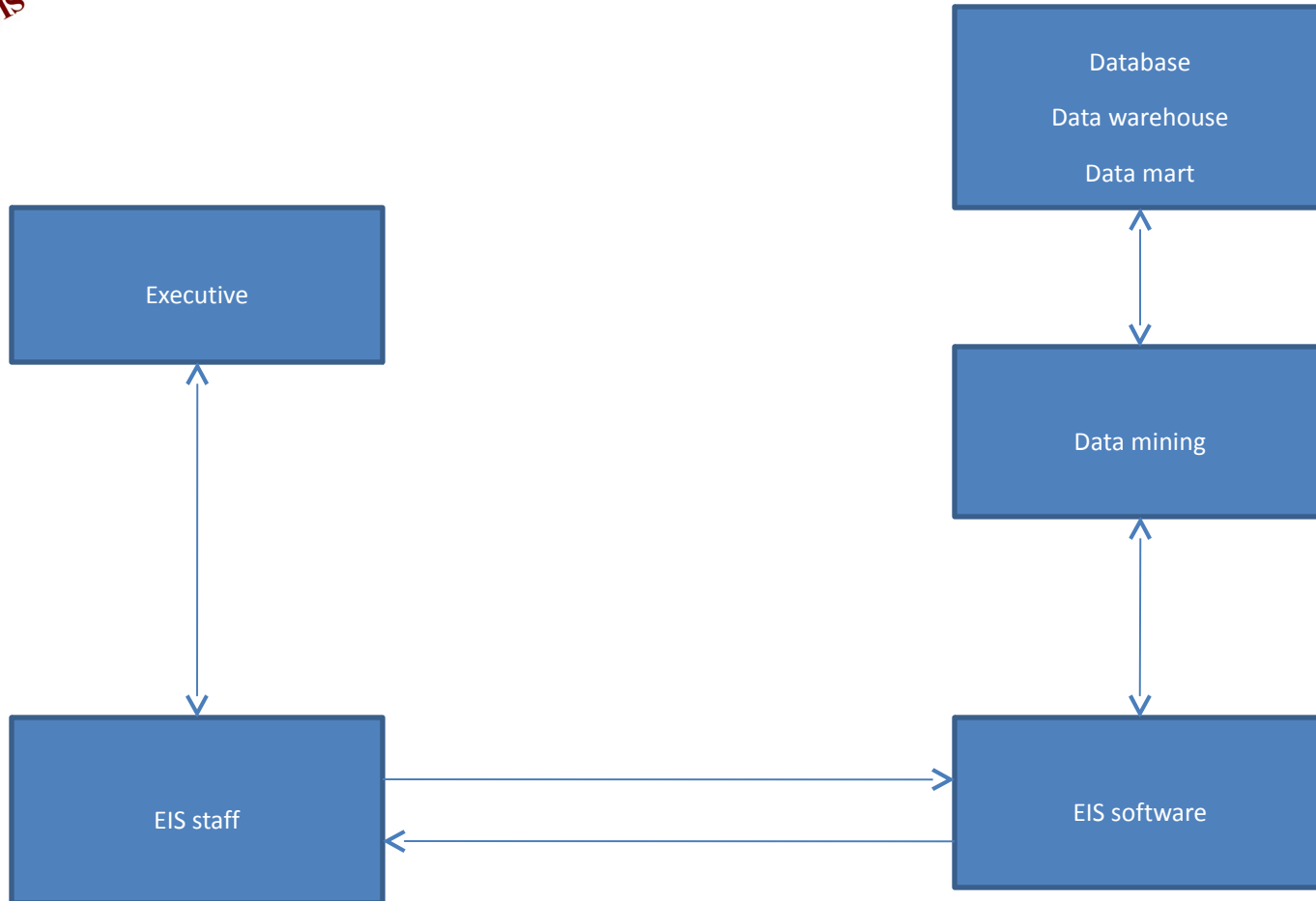


Executive info system



- Provides relevant info to top management for strategic planning and control

Components of EIS





Components



- Executive : Person who is a decision maker
- Database : Comprehensive and specific data
- EIS software
- EIS output



Expert system



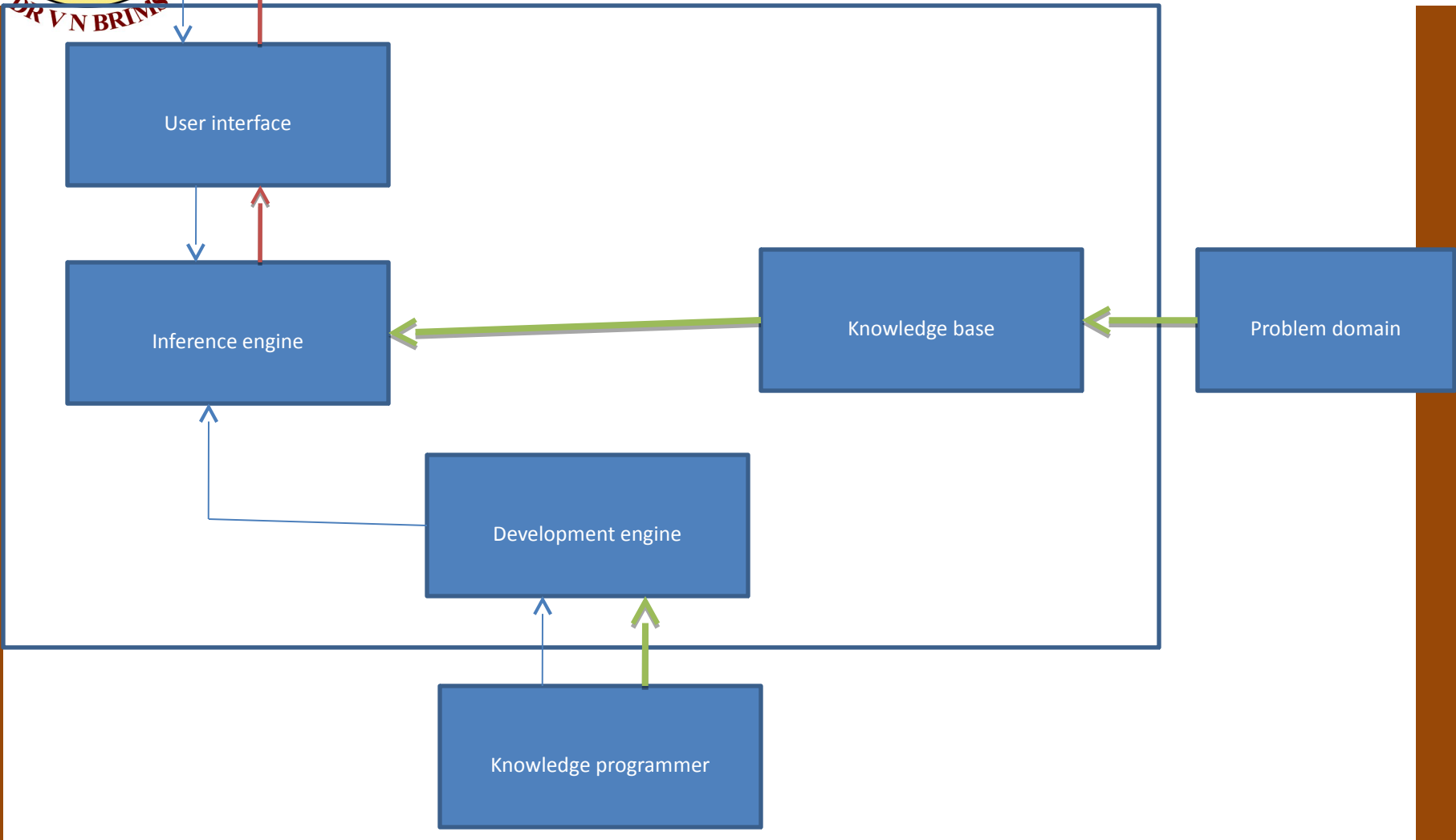
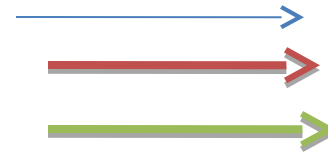
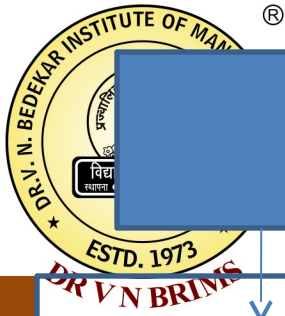
- Knowledge based system to solve problems



Components of expert system



- Userinterface
- Knowledge base
- Inference engine
- Development engine





ISO 9001:2008 CERTIFIED



- User interface
- Expert system i/p and o/p
- Knowledge base : set of rules to arrive at conclusion. If – then form
- Inference engine: Examine the rules of knowledge base and a rule is fired
- Development engine: for developing set of rules



Advantages of ES

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- More alternatives
- Greater chances of making rational decisions
- Better decisions without having the expertise
- Decisions are based on rules rather than on personal whims which brings consistency
- Saves time



Limitations of ES



- Limited to certain problems
- Lack of human knowledge replication
- Unsuitable to complex managerial problems
- Costly affair



Functions of MIS



- To improve Decision Making
- To improve efficiency
- To provide connectivity



Benefits



- Increase Productivity
- Enhance the quality of DM
- Improves communication and develops teamwork.
- Help in organizational transformation



Limitations



- MIS designed in improper manner, does not serve management
- If users doesn't know how to use, MIS doesn't help
- Not good when basic data is obsolete and outdated.



Problems in implementing



- There will be resistance for major change in working.
- Lack of organization culture
- The degree of employee involvement.



Management reports



- To see whether activities are happening as per expectations
- Gives clue or insight within the organization.



Types of reports



- Scheduled Reports: Daily, Weekly, Monthly
- On demand : generated on demand
- Exception reports : for control
- Predictive reports : for future planning
- Summary reports : Provide summarized info
- Regulatory and statutory reports : For submitting to authorities.



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



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

