



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

June 2023

Post Graduate Diploma in Logistics & SCM Post Graduate Diploma in Materials Management - 2 years

PAPER No.11 (enrollment code –CPM, CPS)

PAPER No. 8 (enrollment code- PMM,PSM, CMM,CSM)

Management Information System

Date : 13.06.2023
Time : 10.00 a.m to 1.00 p.m.

Max. Marks : 70
Duration : 3 Hrs.

Instructions:

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark. **Total : 20 Marks**
2. From Part B – Answer any 3 questions Out of 5 questions. Each question carries 10 marks. **Total :30 Marks**
3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions **Total: 20 Marks**

Part – A

(20 Marks)

(Attempt all questions. Each sub question carries 1 mark.)

Q.1 Fill In The Blanks

(5 Marks)

1. RFID stands for
2. The control unit of a computer is
3. Domain name system (DNS) allows using domain names instead of
- 4 . The decisions made by the strategic levels of management are
5. .Hardware, software, programming and user interface are components of

Q. 2 . Match The Following:

(5 Marks)

A

1. OSI model
2. TCP/IP
3. Batch Processing
4. Real time processing
5. Waterfall

B

- A. Protocol
- B. Periodic process
- C. Immediate process
- D. Transport layer
- E. Initial model

Q. 3. Say True or False

(5 Marks)

1. MIS ensures the efficiency of planning in an organization.
2. The physical components of a computer are known as computer software.
3. A web page is set of information or data represented as document.
4. A printer can not be shared by multiple computers in a computer network.
5. Descriptive analytics works better on combining it with other types of data analytics.

Q. 4. Write the full forms of the following

(5 Marks)

1. SCM
2. RFQ
3. OTP
4. CRM
5. SDLC

PART – B
(Answer Any Three. Each question carry 10 marks) (30 Marks)

- Q. 5.** How does MIS help provide solutions to human resource management system. **[10 marks]**
- Q. 6.** Explain the information system development life cycle model. **[10 marks]**
- Q. 7.** Differentiate between ESS and DSS. **[10 marks]**
- Q. 8.** Describe advantages and disadvantages of a network. **[10 marks]**
- Q. 9.** Explain the following terms in detail. **[2 x5 = 10 marks]**
A) Computer generations B) Structure of MIS

PART - C [Compulsory] (20 Marks)

Q. 10 Read the following case answer the questions.

E commerce organization seek to attain core competence by creating and sustaining a unique process to collect personal information about customers and their purchasing trends. The report critically evaluates the how service based organization Amazon use Management information systems as a tool in attaining competitive advantage through efficient management and acquisition of information. The case includes best MIS practices in place for Amazon throughout its value chain activities. Uniqueness of MIS is being highlighted in the report through assessment of technology, process and the systems that Amazon use right from the initiation of the end user with the website till the payment and delivery mode is being selected.

Questions:(2 x 10 = 20 marks)

1. Explain suggestions for Amazon in order to enhance its existing MIS systems in place.
2. What will be the feasibility in implementing the strategies for marketing information system.
