عنوان مقاله:

Framework for Development of Total Quality Management by Utilizing Business Intelligence

محل انتشار:

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خلاصه مقاله:

Nowadays Business intelligence (BI) tools provide the decision support environment in enterprise systems like ERP and mainly refers to computer-based techniques used in identifying, extracting and analyzing business data, such as sales revenue by products and/or departments, or by associated costs and incomes. The purpose of this paper is to provide a unified framework for the application of business intelligence (BI) in enterprise systems environment which results in value-added quality control and management systems. The research findings show the benefits of enterprise systems such as the integration of all aspects of business and data access in real time in all parts of the enterprise such as quality management with business intelligence (BI) tools reduce disadvantages of these systems and access to information on quality management to be combined. therefore, integrating the BI and quality management module of enterprise systems can be expanded enterprise data collection and analysis, and enable quality managers to predict various quality, it will facilitate decision-making process. In this paper challenges facing enterprise systems and quality management system are discussed. Then the business intelligence capabilities and features are introduced with proposing the integrated framework for enterprise systems and BI in the quality management described, and suggestions for improvement are presented.

کلمات کلیدی:

Enterprise systems, Business intelligence, Quality management

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