



# Integrating Enterprise Systems into Organizations

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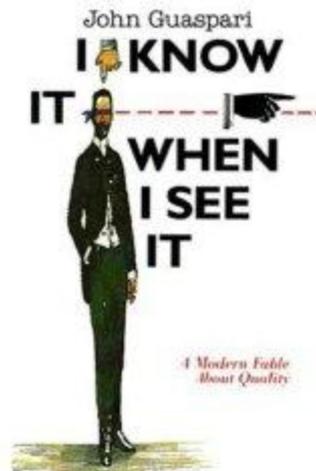
# What is Quality?

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- **The degree to which software possesses a desired combination of attributes (e.g., reliability, interoperability) [IEEE 1061].**
- **The performance specification of a communications channel or system, indicated by channel or system performance parameters, such as signal-to-noise ratio (S/N), bit error ratio (BER), message throughput rate, and call blocking probability (NTIA)**
- **The measure of any particular attribute a product has -- what flavor, how much, how lasting (American Marketing Association, 2206).**

# Or, I know it when I see it.

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## Malcolm Baldrige National Quality Award

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- A national award
- Given by the President of the United States to businesses—manufacturing and service, small and large—and to education and health care organizations that apply and are judged to be outstanding in seven areas: leadership; strategic planning; customer and market focus; measurement, analysis, and knowledge management; human resource focus; process management; and results.



## *Building on Baldrige: American Quality for the 21st Century*, Council on Competitiveness:

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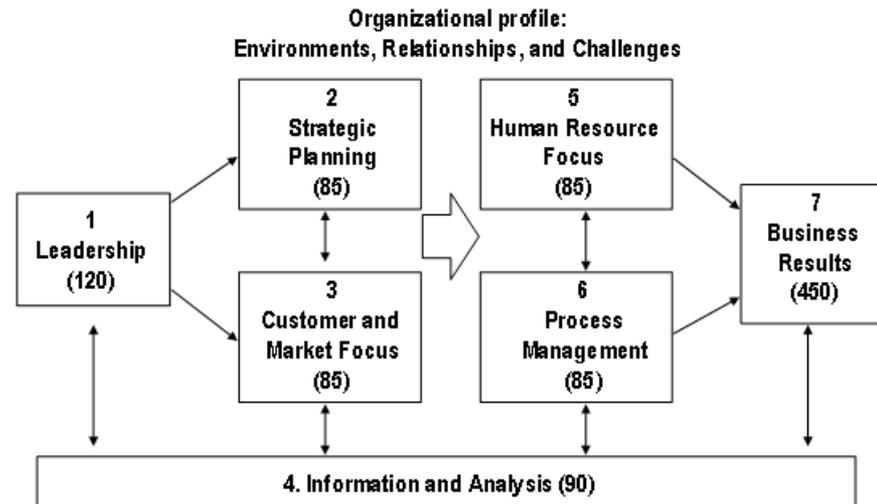
- “More than any other program, the Baldrige Quality Award is responsible for making quality a national priority and disseminating best practices across the United States.”

# Previous winners include:

# Criteria

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# USE FOR SYSTEMS INTEGRATION

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- Enterprise Focus – integrating the criteria (which is required) yields the benefit of an enterprise focus
- Leading Data – use of the criteria in an organization changes management focus to leading data from lagging data



# IMPORTANCE OF ENTERPRISE FOCUS

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- Example from Information Systems in Business
- Applications can be functional
- Applications can be network
- Applications can be enterprise-wide
- Each type should be managed differently – but IT should be managed to meet organization needs – most likely enterprise-wide



# Importance of Leading Data

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- Essential to the leadership portion of management
- Essential to the establishment of a system in an organization



# Conclusion

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- The integration of the Baldrige approach into systems development and particular systems implementation will likely enhance systems integration in organizations



# THANK YOU

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-----Have a great weekend! -----