THE SUCCESS FACTORS AND THE CONTRIBUTION
OF
INFORMATION SYSTEMS TO PRODUCTION
MANAGEMENT
IN THE MANUFACTURING COMPANIES

BY
Mohammed Qasem Al-Qorom

Thesis Submitted In Partial Fulfillment of The
Requirements For The Master Degree In Business
Administration(MBA) at Yarmouk University

COMMITTEE
Prof. Abdulsattar Al ALi--Chairmen
Assistant Prof. Isam J. Dawood--Member
Assistant Prof. Monther Al-Momani--Member

1998
ABSTRACT

The manufacturing industry, and due to environmental, markets, economical, and technological changes and trends, had forced them to reevaluate how they do business. One of the means manufacturing companies used to cope up with these trends is the information systems, which in the field of manufacturing and production management took many forms through the passing days; started from Material Requirements Planning (MRP) and ended with Computer Integrated Manufacturing (CIM). This fact forced manufacturing companies to invest substantial amounts of its resources in production related information systems technology. While some of them witnessed great success, other had great failure. Accordingly, and due to lack of strong measurable relationship between information systems implementation and manufacturing improvements and production performance, that based on empirical studies, this fact had launched and directed huge information systems research towered discovering the contribution and the success factors for information systems in individual manufacturing company, as away of basing their guidelines on empirical settings, and provide practical illustration for best development and implementation of information systems in the manufacturing industry. This study on hand, had followed that same direction by studying one of Jordanian manufacturing companies, i.e. Petra Engineering Industry Co. to explain and identify the way information systems can best serve its production management function.

The results and the methodology of this study is hoped to be of great value to other Jordanian companies, in order to raise its contribution and support to Jordan
economy which faces now days a lot of challenges, especially joining the WTO, and the expectation of becoming part of Europe in terms of joint markets. The study sets a number of objectives to achieve, they are studying the current production management function in Petra Company. Identifying the current information systems used to support production management function in the company. Identifying the CSF the information systems can best support production management through. And the study aimed at proposing better usage and utilization of information systems in the production management at Petra Company.

The study was exploratory qualitative research, as being diagnostic in nature aiming at discovering new ideas and identifies new issues for future investigation. The study used the case study techniques that found very suitable to this current study objectives. The study used the concept of triangulation which is the process of using more than one method to collect data represented by the secondary and the primary data collection methods, with focus in-depth interview and observation, which was very useful in this current study.

And from the three company levels the study included managers from the three levels using the convenient sample technique.

The results of the study revealed that the information systems employed at the company is fragmented and depends on paper forms as main source of data and communication. This in return found to have bad influence on the production management function in the company. Accordingly, the study and through the CSF and the data model approach, proposed a new information systems that designed to integrate all the critical subsystems within the production management function. The study called this new information system as PMIS.