in information systems.

What we have to do is to improve the process and everything else will follow.

What is an information system?
What is the theory method?
Is it a decision method?

ACT = make a decision
IS = DSS
Two types of action:

1) correct course of action
2) preventive action (improvement)

QMS is a MIS

1) monitor
2) control
3) analyse
4) improve
<table>
<thead>
<tr>
<th></th>
<th>AI and AL</th>
<th>Computer?</th>
<th>Computer System?</th>
<th>SOFTWARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>DSS</td>
<td></td>
<td></td>
<td>MANAGED QMS (Organizations) USE</td>
</tr>
<tr>
<td>8</td>
<td>Informatics</td>
<td></td>
<td></td>
<td>HARDWARE</td>
</tr>
</tbody>
</table>

- **Cybernetics**

Feedback & control

- The missing part is decision making?
1. I want to improve my own scale processes.

2) Get inside theadb of flow by getting the right kind of public.

2) Think about the problems in terms of mathematical models.

- Goal (impact)
  - How many [targets?](== week review)
  - x months
  - and x (state process)

  - Cool off ingredients
  - cost of coming
  - cost of prevention

- Current accounts
- Current practice
what happens when I face a change? 

- stabilize in feedback process...
  - monitor
  - control
    - analyze
  - improve
    - plan

...and hits are up too

...and standard approach

sometimes will be okay, but not recover...

...writing the right thing...

improvement can be measured

on a small scale, but will

eventually distribute as there is

really no improvement (only

unplanned improvement)
1. Moderate system (active system)
2. Control system (CSS) 15
3. Social control

We need to focus on the problem.
- immense
- counter
- analysis
- improve

Objectives:
1) Information system is over all
2) Information is CSS (PDC-A)
3) We have CSS to be solved
3b) CSS requires a clear system (clear)
B3: let's measure job closer

B2: let's measure job closer

B1: CEP + PCA + SCA

DSS

Click

- 8 -
Figures used: 1, 2, 3, 4, 5.

- What else do we need to know?
- Automation and models.
- Simulation.

Was X a good measure?
I believe in habits: good and bad habits.

8.2.2.2 reflects a good habit.

But the history shows that it took
decades to establish.

"If what gets measured does not
matter, why am I still using it?"

⇒ I need data.

I need data.

Some other ideas.

⇒ Iamb melism a process is stable.
If the organization is truly like a smooth machine, we would expect more SPC charts. This is no reason to expect them. WATW is not an excellent organization.

If I am really like a smooth machine, then I would expect my SPC charts to look nice. This is no reason to expect why they should not look nice.

- Stable and flat of patterns
- continue with the index

Diagram:

- Identify special cause
- Improve process (by redesign)
RESEARCH METHOD or DSS?

- Plan
  - Do
  - Check

ACT
- Speer's Can't?
  - Yes
  - Hypothesis accepted, ready
  - No
  - Hypothesis accepted, ready
  - Go new experiment

Improve process by redesign

The only thing I can change is my own behaviour.