Key Terms - Chapter 2

Across

1. A ________ system is one in which development occurs at the home base but operations are handed over to autonomous units in foreign locations.
6. A ________ processing system performs and records the daily routine dealings necessary to conduct the business.
8. Private ________ networks are Web-enabled networks linking systems of multiple firms in an industry for the coordination of transorganizational business processes.
9. Reverse ________ is the process of returning items from buyers to sellers in a supply chain.
11. ________ applications are systems that can coordinate activities, decisions, and knowledge across many different functions, levels, and business units in a firm.
12. In a global system configuration, a ________ system is one in which systems development and operations occur totally at the domestic home base.
15. ________ relationship management systems are information systems that track all of the ways in which a company interacts with its customers and analyze these interactions to optimize revenue, profitability, customer satisfaction, and customer retention. An ________ support system addresses unstructured decision making through advanced graphics and communications.
22. ________ exporter is a form of global business organization characterized by heavy centralization of corporate activities in the home country of origin.
23. The ________ global form of business organization is a truly global form of company with no national headquarters and does business from a global perspective without regard to national borders to optimize sources of supply and demand and competitive advantages.
24. ________ commerce is the use of digital technologies to enable multiple organizations to work together to design, develop, build, and manage products through their lifecycles.
25. ________ management systems are systems that support the creation, capture, storage, and dissemination of firm expertise and knowledge.

Down

1. A ________ support system combines data and sophisticated analytical models or data analysis tools to support semistructured and unstructured decisions.
2. ________ applications are systems that can coordinate activities, decisions, and knowledge across many different functions, levels, and business units in a firm. A ________ level system supports the monitoring, controlling, decision-making, and administrative activities of middle managers.
4. A ________ information system serves the functions of planning, controlling, and decision making by providing routine summary and exception reports.
5. Business ________ refers to the manner in which work is organized, coordinated, and focused to produce a valuable product or service.
7. A ________ level system supports the long-range planning activities of senior management.
10. The ________ portion of the supply chain includes the organization's suppliers and their suppliers and the processes for managing relationships with them.
12. In a global system configuration, a ________ system is one in which each foreign unit designs its own unique solutions and systems.
13. The ________ global form of organization concentrates financial management and control out of a central home base while decentralizing production, sales and marketing operations to units in other countries.
16. A ________ is the network of organizations and business processes for procuring materials, transforming raw materials into intermediate and finished products, and distributing the finished products to customers.
17. An ________ level system monitors the elementary activities and transactions of the organization.
18. ________ systems are integrated enterprise-wide information systems that coordinate key internal processes of the firm.
19. In a global system configuration, a ________ system is one in which systems development and operations occur in an integrated and coordinated fashion across all units.
21. The ________ is a global form of business organization in which a product is created, designed, financed, and initially produced in the home country, but for product-specific reasons relies heavily on foreign personnel for further production, marketing, and human resources.