

Technology management

Business



Technology management Task Introduction Technologically enabled systems are key performance elements that advance operations in diverse institutions. Business institutions with a strong focus to leverage their operations should adopt the use of the information systems (IS) to propel their performance and facilitate quality delivery of services. This paper evaluates the role of various employees in three companies that include Toyota Ltd, Apple and McDonald's companies.

The companies and the three types of employees

Toyota company Ltd is a multinational institution with a wide network across the globe. The company operates various business units and has several employees who contribute to its success. The company is known for its production of vehicles and accessories that are coordinated by its employees who hold superior qualifications (Hino, 2006). Apple Company designs, sells and stores consumer electronics, for example, computers. The company runs various operating departments that are coordinated by employees with a strong dedication to success. Consequently, McDonald Corporation that provides food services to clients globally is also credited for its exemplary performance due to its employees (Vignali, 2001).

The restaurant and hamburger food chain has employees with excellent hospitality credentials that facilitate quality service delivery. The companies run diverse departments that contribute to their effective performance.

However, the three types of employees chosen to be under study are found in the three institutions. The employee's selection takes into consideration their relevance in the three companies and their contribution in the enhancement of service delivery. The three employees include the operating manager, auditor and the sales manager.

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Duties of the employees

In particular, the operations managers in the three companies have their duty well cut out. They coordinate operations and formulate relevant performance policies to facilitate superior execution of activities. They monitor the activities and perform a detailed assessment on the performance levels. The auditors in the three institutions have a duty to give an independent opinion on the state of affairs of the companies in terms of resources. They are under obligation to verify transactional documents to ascertain their authenticity and correctness. Toyota Company operates a well established audit department that performs internal examination of the operating processes to ensure relevance and conformance to set standards (Hino, 2006).

Apple Company also has an effective audit department with a mandate to drive accountability in the administration of the company's resources.

Variably, McDonald uses its audit officials to examine the daily transactions in its hamburger chains. This facilitates accountability in the administration of resources and eradicates fraudulent practices (Vignali, 2001).

Consequently, sales managers are found in all the companies. They coordinate sales and market the institutions products through systematic procedures, for example, personal selling.

Information needed by the employees and their replace ability with the IS
The information needed by the operations manager in the companies appertains to general performance. They need information that appertains to production processes, working conditions, marketing issues and procurement reports. This is to aid the development of noble policies to streamlines operations (Drucker, 2011). The employee's job can be replaced by the <https://assignbuster.com/technology-management/>

technological system especially the use of e-management system. The system provides monitoring incentives and enables superior and effective administration of activities in institutions. Auditors require financial information to enable them to develop credible opinion on the financial status of the company.

Replacing the employee with the technological system may be detrimental due to the complication nature of performing effective audit (Drucker, 2011). Marketing managers require information on the market share, new opportunities, customer segmentation, distribution channels and consumer needs. This facilitates the development of relevant marketing policies to advance consumer satisfaction. The employees are replaceable with the information-enabled systems since their work can be coordinated through the internet (Pavitt, 1999). That is customer needs, ordering of products, promotion services and identification of new opportunities is achievable using relevant information systems.

Conclusion

It is imperative for institutions with strong growth aspirations to integrate the relevant information systems to aid their performance. Multinational companies, for example, Toyota, apple and McDonalds should adopt the conventional administration practices to advance their competitiveness.

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