

Choose what you want

[Business](#)



**ASSIGN
BUSTER**

UPS Global Operations with the DIAD Question 1.

DIAD reduces paperwork by use of electronically captured signatures instead of paper signatures. This also enables the drivers to transact faster with the clients.

Using the DIAD technology, it's accurate and easier to track packages both by the staff and customers.

GPS (Global Positioning System) installed in the DIAD provides UPS drivers with more accurate directions for package pickups and deliveries to various stations.

DIAD's ODS (On-Demand-Services) makes it possible for dispatchers and management to get in touch with any driver by the use of text messaging.

Question 2.

The first step is the customer adding the information about the package and its destination.

This information is sent to the UPS's central database system that automatically generates a " smart label"; the smart label is attached to the package awaiting shipment.

This package is collected by a UPS driver and by using a DIAD, the driver identifies the places of delivery and any other pick-up that they are required to do.

Once the package is scanned by the driver, all the information is transmitted to the UPS Data Center so that the customers can track their packages.

At the UPS Package Center, the package is scanned and the system is simultaneously updated.

Immediately all the information is supplied to the system, the final destination can access the information available and starts planning for

<https://assignbuster.com/choose-what-you-want/>

delivery before the package arrives.

Once the package arrives at the final destination center, it is picked by another UPS driver and delivered to the customer.

Question 3.

Wireless communication in UPS systems is essential in providing maximum flexibility in data transmission in the fields. The wireless communication plays a significant role in communication between customers and UPS systems through their computers. These functions increase the efficiency of UPS, in general.

Different types of wireless connectivity and their functions include; GPRS, CDMA Cell phone and acoustic modem; allows for dial-up access when need be

Wireless Local Area Connectivity; allows for transmission of real-time data by use of any wireless technology to Universal Parcel Services center.

Bluetooth Wireless Personal Area Network and Infrared port; allows for communication with peripheral devices such as customer's computer and printers.

GPS Connectivity; enables for tracking of trucks and packages location and providing detailed directions for pickups of packages.

Question 4.

The reason as to why UPS does not use more powerful and smaller smartphones is because they cannot withstand the conditions that the DIAD IV and DIAD V have been made to endure. DIAD technology also came long before the modern smartphones technology. Moreover, the new DIAD has been made with a tougher touch screen compared to the iPhone and Android devices. The DIAD has also been put under tests that most smartphones

<https://assignbuster.com/choose-what-you-want/>

cannot survive, and these include; heat, cold, torrential rain and drop from six feet.

Question 5.

The DIAD V is better than DIAD IV in several ways. These include; Better performance; the DIAD V responds much faster than the DIAD IV, this makes it more efficient and time-saving.

The DIAD V does not require memorizing of keys as it collects data more readily than the DIAD IV.

The customers have had a better experience using the DIAD V than the DIAD IV especially because they signature is clearer and straightforward to understand. It is also easier to write on.

The DIAD V comes in a smaller size and weight than the DIAD IV. This feature makes it easier to handle and carry in hand while delivering packages.

The DIAD V comes with more advanced features than the DIAD IV such as; more memory- 1 GB compared to DIAD IV's 128MB, 1GHz processor compared to DIAD IV's slow processor.

The DIAD V also comes with a 3 megapixels camera that will be used to document proof of delivery, and extent of damages to packages.

Question 6.

UPS's investment in IT will help it achieve strategic business objectives in the following ways. Financial Strategic Objectives: UPS will be able to achieve its financial objectives since investment in IT will win it more loyal customers.

More customers mean more profits and UPS will experience a financial growth. Customer Strategic Objectives: by investing in IT, UPS is improving its customer's service approach. Customers are enjoying working with UPS with every technological advancement that they make. Customer

<https://assignbuster.com/choose-what-you-want/>

satisfaction is important to customer retention and obtaining new customers.

Operational Strategic Objectives: UPS's investment in IT will see the parcel delivery company grow into the most technologically advanced company and thus will always be ahead of its competitors in the market. Their services will also be of high standard due to the efficiency of IT in business, for example, the use of cameras to document the extent of damage on a parcel will improve the handling of packages by the drivers. Moreover, UPS will be able to realize improved communication with the improvement in IT that is important in the development of operational strategic objectives as communication between a customer and the company improves the efficiency of any business. Ultimately, learning Strategic Objective: drivers employed by UPS have to learn how to use the new technology in package delivery and they have to be good at it. Good performance by the drivers and other staff members in use of IT in their job. The company will, therefore, be able to achieve its Learning Strategic Objectives by training its employees on emerging trends in the IT sector.

References

Laudon, K. C., & Laudon, J. P. (2014). Management information systems: Managing the digital firm.