



School of Pharmaceutical Management

MBA Pharmaceutical Management

Batch-10 (2018-2020)

2nd Year

Management Information System

Term Examination

August 2019

Time - 3 Hour

MM-70

The question paper contains two printed page. Attempt all questions

Q. 1. Write short notes on any six of the following – (Not more than 100 words) 30 Marks

1. Executive Support System
2. Systems approach to problem solving
3. Enterprise Resource Planning
4. System Information flow
5. Office Automation System
6. Customer Relationship Management
7. Knowledge Management
8. Transaction processing system

Q. 2. From the case studies that you have read answer the following – 20 Marks

1. Give two examples of knowledge workstation.
2. What is RFID?
3. Give an example of decision support system
4. Give an example of Transaction processing system.
5. Give an example of ESS
6. What is PDQ?
7. What is CPFR?
8. What is Cross Docking?
9. Give the names of two companies which provide ERP solutions.
10. Tools used in OAS

Q. 3. Read the case and answer the question below- 20 Marks

In the national TB program of a country, a new data management information system is required to monitor the decentralize surveillance of multi drug resistant tuberculosis (MDR-TB). Management information system (MIS) thus adopted can track treatment of MDR-TB patients for diagnosis, case management, and pharmaceutical provision and distribution- including second line medicine

The MIS needed is to be created internet based, so all tools and reports are available online, making information available to users at all system. The MIS is required to integrate into existing government health surveillance system. Expected deliverables from the MIS are:

Case notification data sheet, quarterly follow up data sheet, follow up data sheet, request for MDR-TB medicine, quarterly stock statement.

- a) Describe the advantage/disadvantage of implementing MIS over traditional system
- b) Describe the process of creating MIS for the given context.