



Daffodil International University

An Analysis of the Management Information System of Ashiq Impex Limited

Submitted To

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Letter of Transmittal

December 20, 2021

Professor Mohammed Masum Iqbal

Department of Business Administration

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Subject: Submission of Internship Report

Dear Sir,

Please find attached herewith my report titled “An Analysis / Evaluation of the Management Information System of Ashiq Impex Limited”. The report describes the management information system and provides an idea how an organization properly use MIS for its applications of data alignment and data security management systems and describes their management techniques

I have done my best to make this report effective. This report will meet the value of your valuable and suitable judgment. Thank you very much.

Sincerely regards,

Md. Abuwabida

ID: 193-12-706

Program: MBA (Major in MIS)

Department of Business Administration

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Letter of Endorsement

This is to certify that the internship report entitled An Analysis of the Management Information System of Ashiq Impex Limited prepared by Md. Abuwabida, ID: 193-12-706, as a requirement of MBA program under the Department of Business Administration and the Faculty of Business and Entrepreneurship at Daffodil International University.

The report is recommended for submission an acceptance.

.....

Professor Mohammed Masum Iqbal

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

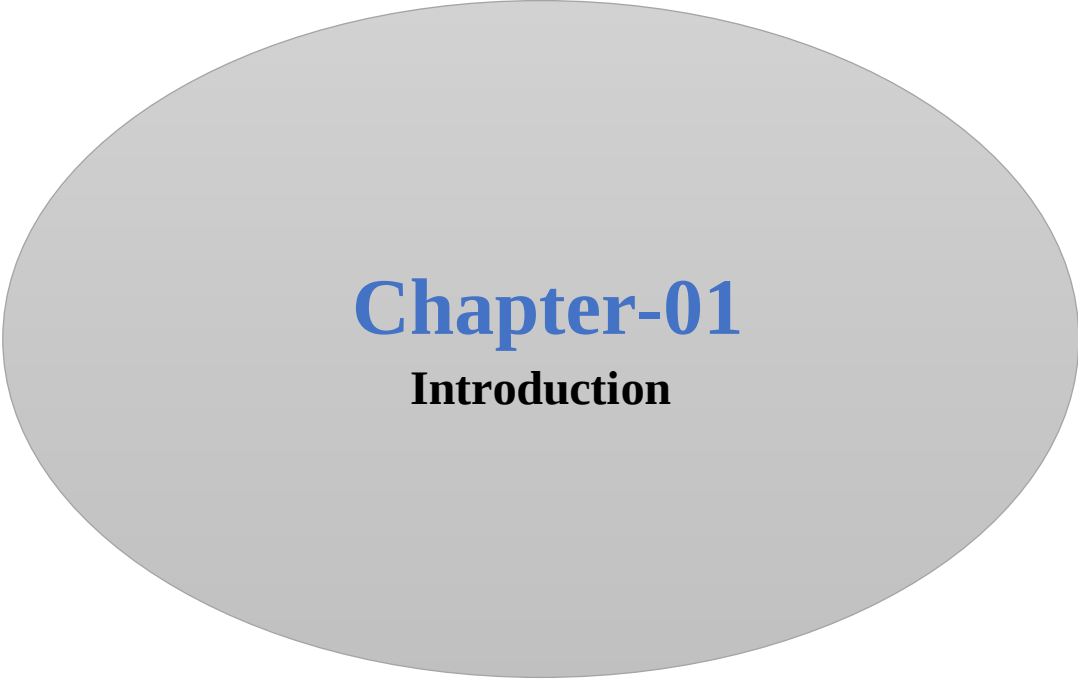
Acknowledgement

First, I'm thankful to the Almighty. This is my preference that I could finish my internship paper by the favors of Almighty Allah. Key contributions to the report include different individuals, who have shared valuable experiences and advice in creating this report. I express my respect and gratitude to Dr. Mohammed Masum Iqbal Professor at Daffodil International University, who also my honorable supervisor and counselor. I thank him for his continued support, guidance and suggestions, and for providing the valuable data that is meaningfully needed for the execution of this report. I thank Information administration department because they helped me a lot by providing valuable data and accurate information. Their active participation has brought success to all the questions and queries I have and their cooperation has made my office hours much easier. I think it will very important role in my future career. After all, I would like to express my gratitude to all the colleagues and Ashiq Impex who have given me valuable instructions and valuable feedback.

EXECUTIVE SUMMARY

A Management Information System (MIS) is a systematic organization and presentation of information that is generally required by the management of an organization for taking better decisions for the organization. The MIS data may be derived from various units of the organization or from other sources. This report tends to provide information about Ashiq Impex ltd. It is one of the leading business industries of Bangladesh. One of the major organizational goals is to reduce poverty and hunger through large scale of employment generation. The report focuses on the operations and management of Ashiq Impex ltd. at Dhaka and neighboring areas. Ashiq Impex Ltd. gives CSR effort on revolving around the four premises environment, energy preservation, community and people to improve the quality of livelihood. Moreover, Ashiq Impex ltd. strengths and competencies developed over few years. These articles of the research are about the study through as management system, data analysis, information processing. And it's related to information management system which are attached and described in this report properly. Management information systems (MIS) can reduce the number of levels of this organization by providing managers with information to supervise larger numbers of workers and by giving lower-level employees more decision-making authority. Oil and gas industry is a vital sector to any country and this is very important topics to research as well. In this discussion, firstly supply of proper information related to introduction of the work is discussed. Then, it is talked over briefly that how management system and information processes have worked to help the organization manage their own management and information system which help them to show a fresh image to its clients. Lastly, the correct and effective the directions organization that is related to the research is specified.

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Chapter-01

Introduction

1.0 INTRODUCTION

Before 2000, only state-owned oil marketing companies were allowed to blend, import and distribute all kinds of lubricating oils in Bangladesh. However, in 2001, the government has liberalized the market to ensure a minimum standard for it. Since then, more than 150 brands have been entered into the market. Thus, the private sector made lubricant business successful here. The automotive & other transportation dominated the market with a share of more than 65%, in terms of demand, and it is expected to grow at a significant rate during the forecast period. Market observers say the number of existing brands is more than 300 and the number is increasing day by day. To meet the growing demand of the lubricants, some dynamic and energetic people formed Ashiq Impex ltd in 2016. Ashiq Impex ltd an ISO certified professional company always maintains high ethical and international quality standards. With the total dedication and experience half decade's sound knowledge & expertise in the field of lubricants and greases, we can able to launch this ever biggest lubricating oil blending plant in near future. Now we are marketing our products under 'BIZOL and SUNOCO' Brand. The founder Ashiq Impex ltd. is Mr. Mohammed Saiful Islam Saif who is the managing director of this industry. It is one of the renowned lubricants industries in Bangladesh.

Ashiq Impex has established a reputation for unmatched technical support and liaison with customers thus ensuring correct choice and applications of lubricants. Coupled with troubleshooting and service planning, Ashiq Impex's initial objectives to become an indispensable part of the industrial mix has been achieved. A very satisfactory market share has been secured in a relatively short period of operation, Ashiq Impex's products are second to none in the industry and fully supported by technical representatives and engineers.

We are RACER in our heart! RACER R – We are Resourceful and Responsible A – We are Advanced and Aggressive C – We are Customer-Centric and Caring E – We are Efficient and Environment-friendly R – We are Respectful.

Ashiq Impex ltd. is getting popular day by day and capture good portion of market share in the total lubricant market. Ashiq Impex ltd. gains over 30% market expansion compared to its yearly sales. In 2019-2020 fiscal year Ashiq Impex makes a business of more than 50 million taka. Ashiq Impex ltd is the fastest growing lubricant companies in the country. Presently it expands its business in power generation, cement, steel, manufacturing, Bunker, Transport, Textile, RMG and other manufacturing unit and many other sectors.

1.1 Background of The Study:

Management information systems (MIS) is a changing and challenging field. Modern businesses can't survive for long without using some sort of MIS to manage massive amounts of data, and there are plenty of opportunities to study or work in the discipline. Secondly, Management Information System helps a company by managing confidential information of any organization and can be pleasing to any organization when it comes to classifying and maintaining data on separate criteria. In business, management information systems (or information management systems) are tools used to support processes, operations, intelligence, and IT. MIS tools move data and manage information. They are the core of the information management discipline and are often considered the first systems of the information age.

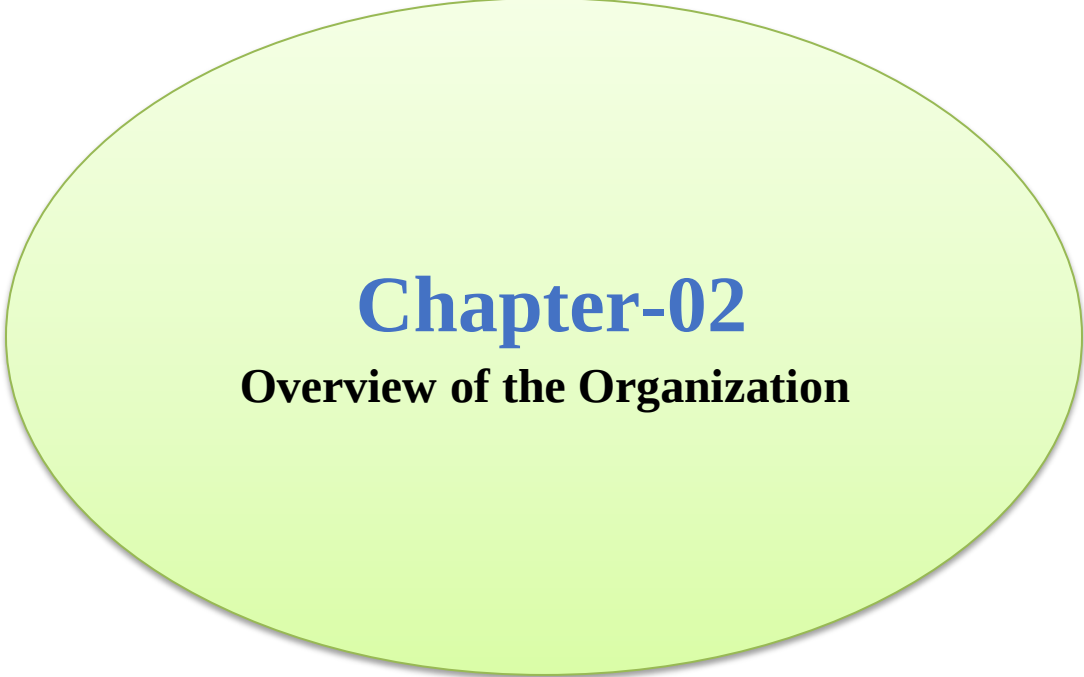
MIS produce data-driven reports that help businesses make the right decisions at the right time. While MIS overlaps with other business disciplines, there are some differences like *Enterprise Resource Planning (ERP)*; This discipline ensures that all departmental systems are integrated. MIS uses those connected systems to access data to create reports. *IT Management*; This department oversees the installation and maintenance of hardware and software that are parts of the MIS. The distinction between the two has always been fuzzy. *E-commerce*: E-commerce activity provides data that the MIS uses. In turn, the MIS reports based on this data affect e-commerce processes.

1.2 Scope of The Study

The scope of our study is to understand the reasons behind the need of MIS in Ashiq Impex ltd. The study would develop knowledge of what information is needed on a regular basis for decision making purposes and how it is sought and used by Ashiq Impex ltd. with the help of MIS. During the study, the MIS support to the Company as a whole with special emphasis on Inventory Management practiced in the Material Stores Department of the company is covered. Management Information System (MIS) is a system designed in order to study people, technology, organizations and the relationships among them. MIS provides selected decision-oriented information needed by management to plan and evaluate the activities of the organization. Needless to say, the Information System is one of the most promising fields today.

1.3 Objective of the Study

1. To explain Management Information System (MIS);
2. To identify and analyze the Management Information System (MIS) of Ashiq Impex Limited;
3. To identify the problems related to the MIS of Ashiq Impex Limited, if any;
4. To make recommendations to solve the problems;



Chapter-02

Overview of the Organization

2.0 COMPANY PROFILE

Ashiq Impex Limited is Bangladesh's foremost importer of lubricant and grease. Ashiq Impex Limited's operations are spread throughout the country with 3 well organized wire houses, one production factory, 4 sales offices, and 2 zonal offices. It has a workforce of about near about 100 persons and a countrywide distribution network of over 700 dealers. Ashiq Impex Limited's research and development facility has a unique track record of innovative research, product development and specialized consultancy services. Since its inception in 2016, the company has been a trendsetter and important benchmark for the lubricant industry in respect of its production, marketing and personnel management processes. Its commitment to environment-friendliness, its high ethical standards in business dealings and its on-going efforts in community welfare programs have won it acclaims as a responsible corporate citizen. Ashiq Impex Limited has made significant contributions to the nation lubricating process by way of quality products, services and sharing its expertise.

In the 6 years of its existence, Ashiq Impex Limited has been a pioneer in the manufacture of lubricant and grease and a trendsetter in many areas of lubricant and grease technology including improvements in raw material utilization, process improvement, quality conservation and development of high-performance lubricants. Ashiq Impex Limited's brand name is synonymous with lubricant and enjoys a high level of equity in the Bangladeshi market. It is one of the lubricant companies that figures in the list of best service award in Bangladesh. The company's various businesses are supported by a powerful, in-house research and technology backup facility - the only one of its kind in the Bangladeshi lubricant industry. This ensures not just consistency in product quality but also continuous improvements in products, processes, and application areas.

Ashiq Impex Limited will also extended its services overseas to the South East Asia, Africa, where it has provided technical and managerial consultancy to a variety of consumers, and also helps in the operation and maintenance of lubricant plants abroad. Ashiq Impex Limited demonstrates the

practices of being a good lubrication undertaking a wide range of activities to improve the good vehicle running conditions of the under-privileged classes living near its factories.

2.1 Vision

- Maintaining high standards in ethics and technical excellence, and to raise the quality of customer service.

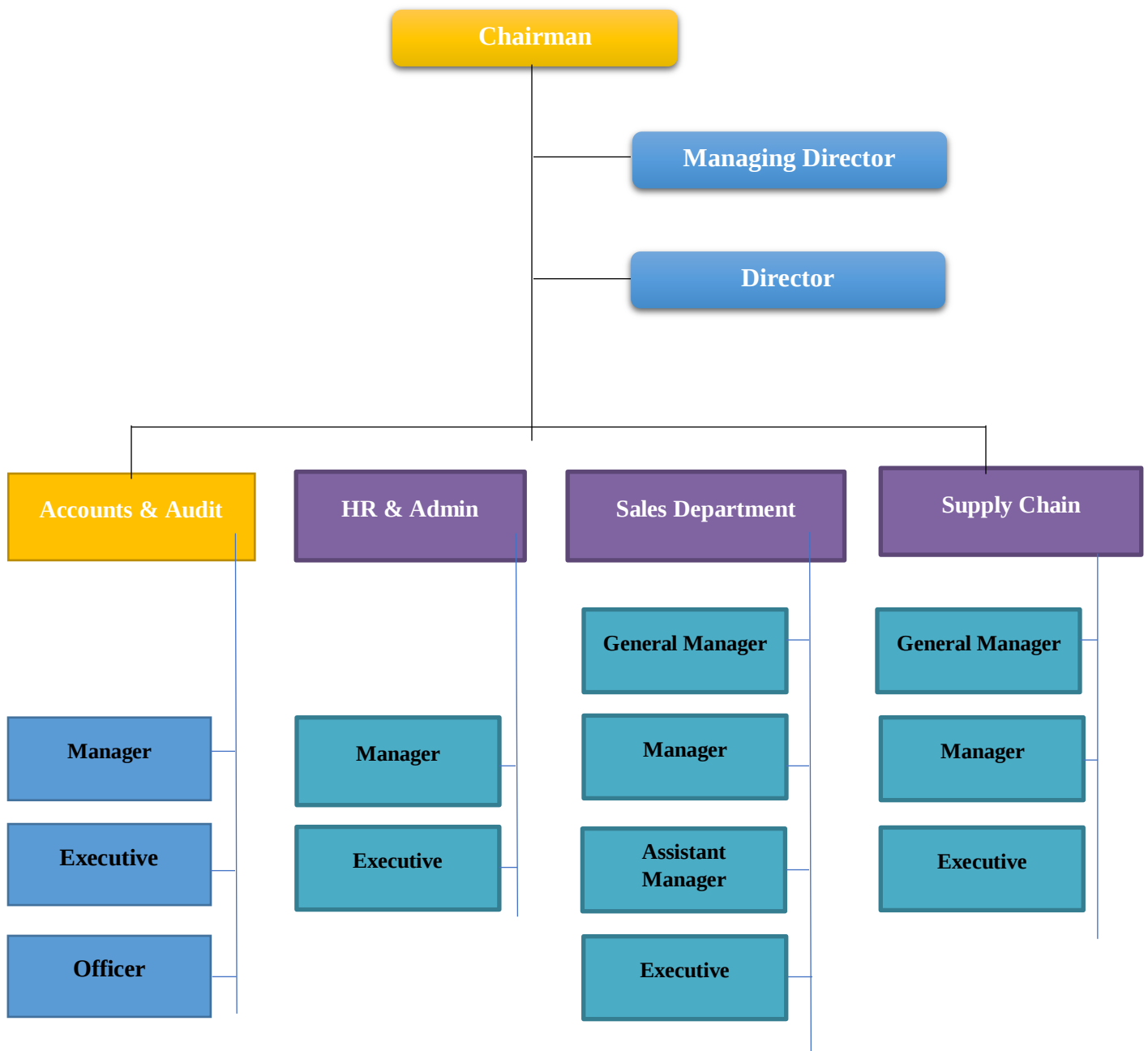
2.2 Mission

- To make it the leading business organization in Bangladesh and to provide job opportunities to the skilled and professional employees of Bangladesh.

2.3 Culture and Values

- Increasing the amount of employment in our country where employees will have job opportunities and increase the skills of employees and the value of the labor organization's own economy. Features that exist between employees and the organization:
- Relationships should be friendly when everyone works together.
- Employees must have skills and functional qualities in their work.
- By research negative or positive results accept and study and give feedback on it.
- The company knows how to maintain business standards and how to provide customer service and satisfaction

2.4 Management Hierarchy



2.5 Services offered

- Automotive Lubricants
- Industrial Lubricants
- Marine Lubricants
- Greases
- Service oil
- Flushing oil
- Customer Services

2.6 SWOT Analysis

Strengths and weaknesses can be assessed by SWOT analysis to measure the internal efficiency of the organization. Analysis ability of the organization, full measure of efficiency, special components of the organization, internal opportunities, various complexities, etc. are included here.

Strengths

- Long lasting stable employee.
- A good familiarity between employee and users.
- Large-scale storage area for both paper and device records.
- Accurate arrangement for regular access, database monitoring and privacy.
- Competitive capability.

Weaknesses

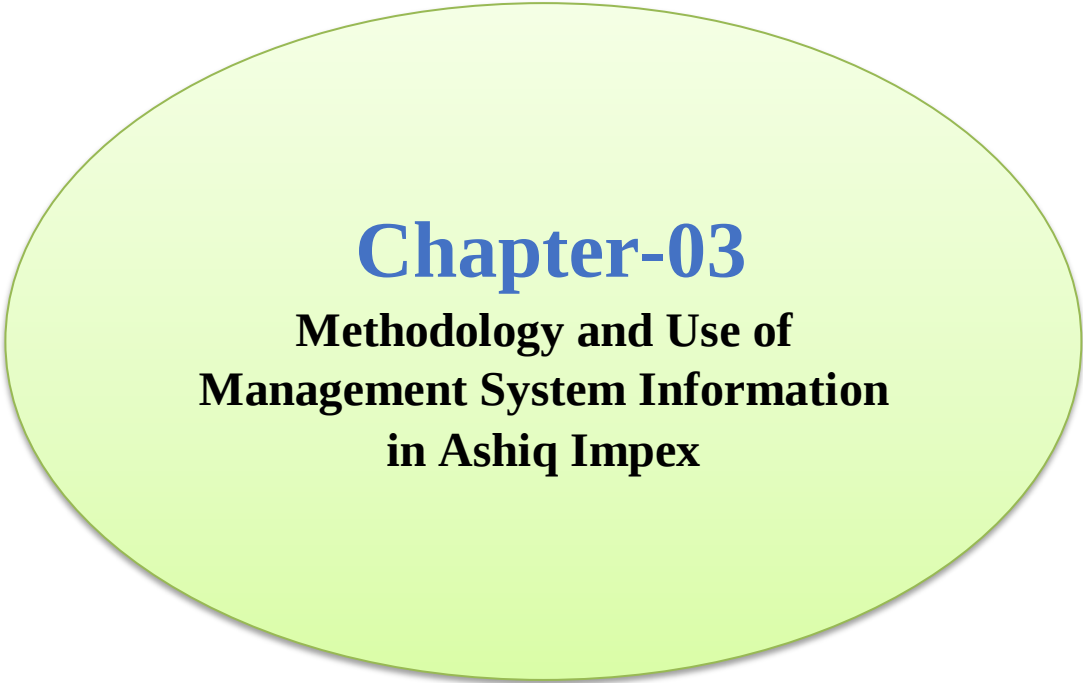
- A lack of consistency between product demand and supply can be noticed.
- There are some shortcomings in the team management of organization.
- Limited strategy of advertising.
- Inadequate funding at the time necessary.

Opportunity

- Market entry scope across different investment goods.
- Huge scope in automotive and industrial sector.
- Learning scope of more diverse set of skills and specializations.
- Outsource and offshore is open for businesses across the globe, increasing the opportunity of local talents to learn and grow through these favorable circumstances.

Threats

- It is not always possible to provide in-time products delivery to the customer, there are some shortcomings.
- Customers occasionally demand for discount and new offers which are very difficult to utilize in all time.
- Recruiting new employees and teaching new jobs is very expensive and time consuming.
- Forced to urge utmost out from a limited number of resources.
- Inadequate product knowledge of mechanics.



Chapter-03

Methodology and Use of Management System Information in Ashiq Impex

3.0 METHODOLOGY

This research is both exploratory and descriptive research in nature. The types of data used in the research are both from primary data and secondary data sources to conduct your study. The Primary Data was collected from SAP Implementation Head IT Infrastructure Managers in the Information System department of Ashiq Impex Limited by conducting telephonic interviews and collecting documentation which gave an insight into the procedures being followed with regards to the functioning of MIS.

The Secondary Data was taken from various online sources like the website of the company www.Ashiqimpex.com and various reference books on MIS.

Management Information System (MIS) helps in strategic planning, management control, operational control and transaction processing. It helps in the clerical transaction processing. It plays the role of information generation, communication, problem identification and helps in the process of decision-making. So, at first, we have to know about MIS), its types and its functions.

3.1.1 Need for Management Information System

This is a universally accepted fact that all managerial functions are performed through decision making. For taking rational decisions, timely and reliable information is essential and is procured through a logical method of information collecting, processing and disseminating to decision makers. In today's world of ever-increasing complexities of carrying out business, every organization, in order to survive and grow, must have a properly planned, analyzed, designed and maintained MIS. This need is even more increased because organizations now have to compete not only locally but also globally.

MIS assist decision makers, by providing the required information at various stages of decision making and thus greatly help the organization to achieve its goals and objectives. On the other hand, if an MIS is poorly planned and constructed, it may provide inaccurate, irrelevant or obsolete information, which may even prove fatal for the organization.

3.1.2 Types of MIS And Uses

MIS is a concept, which is a matter of degree rather than an absolute one. In management there are perhaps few other areas other than MIS which has created so much controversy. We would make an attempt to try to look into different types of MIS as they have evolved during the course of time.

1. Transaction Processing System
2. Management Information System
3. Decision Support System
4. Executive Support System
5. Office Automation System
6. Business Expert System

Transaction Processing System: It processes transactions and produces reports. It represents the automation of fundamental, routine processing used to support business operations. It does not provide any information to the user for decision making. TPS uses data and produces data.

Management Information System: MIS is an information system that processes data and converts it into information. A management information system uses TPS for its data inputs. The information generated by the information system may be used for control of operations, strategic and long-range planning, short-range planning, management control and other managerial problem solving.

Decision Support System: A decision support system is an information system application that assists decision-making. DSS tends to be used in planning, analyzing alternatives and trial and error search solutions. They incorporate a variety of decision-making models and thus are capable of performing what-if analysis.

Executive Support System: An ESS is a special kind of DSS. It is specially tailored for the use of chief executives of an organization to support his decision-making. Thus, ESS is a comprehensive information system that includes various types of decision support systems, but it is more specific and person oriented.

Office Automation System: Office automation refers to the application of computer and communication technology to office functions. Office automation systems are meant to improve the productivity of managers at various levels of management by providing secretarial assistance and better communication facilities.

Business Expert System: A BES is a knowledge-based information system that uses its knowledge about a specific, complex application area to act as an expert.

3.1.3 Roles of MIS

THE PERFORMANCE MONITORING ROLE

MIS are not just statistics and data analysis. They have to be used as an MBO (Management by Objectives) tool. They help:

- ❖ to establish relevant and measurable objectives
- ❖ to monitor results and performances (reach ratios)
- ❖ to send alerts, in some cases daily, to managers at each level of the organization, on all deviations between results and pre-established objectives and budgets.

THE FUNCTIONAL SUPPORT ROLE

Business processes and operations support function is the most basic. It involves collecting, recording, storing, and basic processing of data. Information systems support business processes and operations by:

- ❖ recording, storing and processing sales data, purchase data, investment data, payroll data and other accounting records.
- ❖ recording, storing and processing inventory data, work in process data, equipment repair and maintenance data, supply chain data, and other production/operations records.
- ❖ recording, storing and processing personnel data, salary data, employment histories, and other human resources records.
- ❖ recording, storing and processing market data, customer profiles, customer purchase histories, marketing research data, advertising data, and other marketing records.
- ❖ recording, storing a processing business intelligence data, competitor analysis data, industry data, corporate objectives, and other strategic management records.

use of all the above to implement, control, and monitor plans, strategies, tactics, new products, new business models or new business ventures.

THE DECISION SUPPORT ROLE

The business decision making support function goes one step further. It is an integral part of making decisions. It allows users to ask "What if...?" questions: What if we increase the price by 5%? What if we increase price by 10%? What if we decrease price by 5%? What if we increase price by 10% now, then decrease it by 5% in three months? It also allows users to deal with contingencies: If inflation increases by 5% (instead of 2% as we are assuming), then what do we do? What do we do if we are faced with a strike or a new competitive threat?

3.2 Inventory Management



A product that is in excessive demand is usually extremely difficult to manage. Supplying the right number of products implies that an accurate demand forecast is essential. This impacts the entire supply chain to facilitate efficient consumer response based on consumer demands it becomes imperative that such companies consider inventory management seriously. Making accurate demand and supply predictions is an ideal situation that anyone in the supply chain management arena could dream off.

By providing timely accurate information pertaining to inventory location, movement and valuation, receipt of goods, sale and return of goods and profits you can make sure that your inventory is visible throughout a network.

With inventory management you can set your product catalog to hide products that are not in stock, or change prices based on the number of products available in the warehouse. The quantity available can be displayed to the shopper and this can prevent unnecessary confusion when the shopper adds items not available to a shopping cart. The store buyer can be automatically notified about low inventory levels.

IT (Information Technology) is a key enabler in the transformation of purchasing into a strategic business function. The challenge is to find a way to put these technologies to use and create value and competitive advantage.

The Main Objectives in Inventory Management are:

- Improved customer service
- Reduced inventory investment
- Increased productivity
- Benefits of inventory management applications
- Complete control of inventory.
- Complete information about the value of the inventory
- Complete visibility on Quantities on hand, Quantities committed and Quantities sold
- Response time to demand changes reduced
- Increased sales
- Knowledge of the exact size of merchandizing inventory
- Taxes and insurance premiums paid on excess merchandize inventory avoided.

3.3 MIS AT ASHIQ IMPEX

MCC is one of the leading Bangladeshis lubricant companies to realize the potential and importance of information technology and adopt automation and IT. The organization started computerizing its systems as early as 2016. The organization has traveled a long way from the days in 2016 when it was using simple keypunching machines. Significant improvements have been made in the application systems and infrastructure. From Batch processing to on-line systems, from IBM1401 to the latest UNIX and Windows 2003 based machines it has made timely transitions determined by available technologies and business requirements. Ashiq Impex ltd has made a quantum jump from in-house developed systems using Oracle 9i and Developer 6i to an ERP based solution. This decision was solely based on its strategic objectives and the business benefits that are expected to follow. With this move people, business processes and technologies across the country are aligned.

The implementation of ERP solution for process control is shown in the figure below:

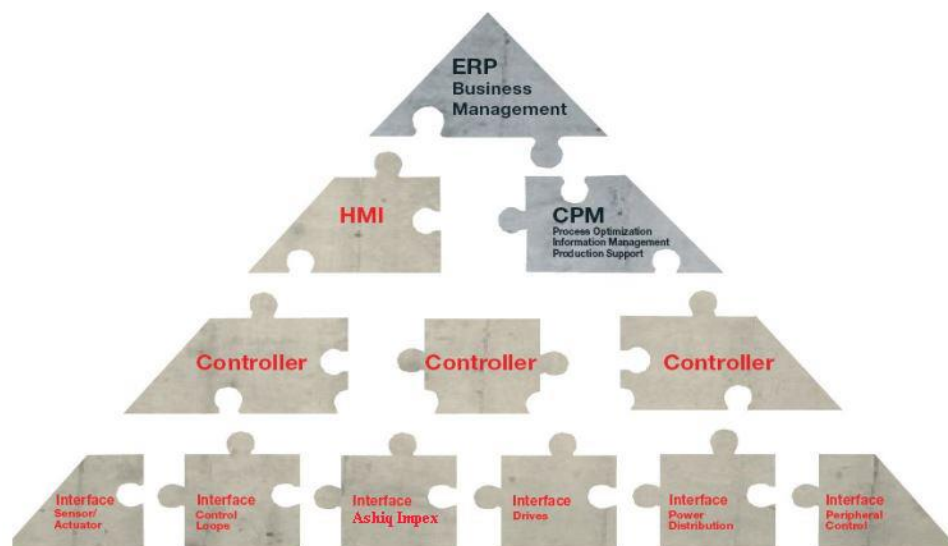


Fig.1 The ERP implementation for process control at Ashiq Impex Ltd.

IT department is still continuously working on improving the functionality and removing the errors of the system. As a result, system is becoming better day-by-day, thus improving the productivity of the company.

3.3.1 NEED FOR AN INTEGRATED MIS

The benefits associated with an integrated MIS are

- Better processing of the large volume of data in an organization.
- Reducing the Redundancy of Data that occurs in case of separate packages.
- Availability of all the required information about any department through a common system.
- Making the system capable of supporting the managers in making decisions.
- Facilitate the communication between the various regional offices of the company and the corporate office along with the main plant.
- Use of online data to speed up the information flow of the organization and facilitate decision-making

3.3.2 Functions Provided by Current MIS Plant

(Manufacturing & Maintenance)

Production

- Break down and Plant performance Module
- MIS Reports and stoppage Module, Stock position

Raw Materials Management System

- Integration with Weigh Bridge and Security Gate
- Daily stock, issue position and bill passing
- Transport Freight Payment Systems

Weigh Bridge

- Integrated with Security Gate
- Stopped one mechanical weigh bridge

- 500 trucks can weigh for gross and tare in single day $500 \times 2 = 1000$
- Time Management Reports, Truck Movement reports
- Weighment is integrated with invoice cum challan freight
- Payment
- Truck position inside and outside the plant.

Computerized Preventive Maintenance Software

- Both plants are using this module
- Preventive Maintenance and Break down Module
- Shutdown module and integrated with inventory
- Forecasting of spares and skills usage module

Inward & Outward Materials Security

- Control on returnable goods

Work Order and analysis

- Work Order will be prepared by authorized person
- Provided to all departments. Integrated with Rate Master
- And budget.

Labor Deployment and accounting System

- Daily supply of Contractor Labor deployment
- Against regular, adhoc and shutdown requirements
- Daily/monthly/yearly analysis reports
- Contractor labor Bill passing system

Commercial Applications

Marketing accounting and analysis System

- Excise module and Sales Tax Module
- Transport Bill passing module
- Order Confirmations and Dispatch Instruction
- Free Market Requirements, Railway Receipt
- Commercial Invoice, Debit Note, Credit Notes.

Stores Inventory & Non-Inventory

- On Line indent, Issue and Receipt Materials
- Delivery Schedule
- Controlling the inventory
- Controlling the increased inventory
- Stores Ledger, consumption Summary
- MIS reports, Budget V/s Actual Consumption.
- Integrated with financial Package
- Repair & maintenance inventory, Department Wise Expenses.

Purchase Management System

- Purchase Order integration with indent
- On line enquiry, Party wise information
- Pending list of purchase order
- MIS reports, Purchase / Indent Register
- Payment Advice System (Advance, regular)

Financial accounting System

- All types of voucher feeding
- Purchase and freight bill passing
- Other Expenses bill passing and TDS Module
- General Ledger, Sub Ledger and Trial balance of two
- Financial years.
- Auto payment advice, Bank forwarding letters, payment
- System, Overhead Analysis reports.
- Integrated with inventory and Payroll module MIS Reports
- Cash Budget,

Vehicle Movement

- Controlling on Taxi, Car etc

On line General information System

- Information provided to Users about
- On line Leave status I.e. opening, availed and closing status
- Electricity Deduction Employee wise, Quarter wise
- Over time Status department wise
- Welfare rules and Regulations, Telephone list, etc
- Actual Consumption against budget, Welfare information

Human Resource Development

- Topic Courses, General Awareness Programme,
- TNA of Workmen, TNA of LCW, Individual record of exit/int
- Training, Pending Training etc.

Payroll & PIS Module

- Pay slip of Staff, Worker, School, Badli & Casual Worker

- PF, VPF, Bonus, Gratuity Module
- LIC, CTD, Thrift Society, Co-operative advances Module.
- Recovery & Deduction, PIS and Income Tax Employee wise
- Integrated with Financial Package
- Over Time, C-off Module
- Payroll of Marketing Department (Transferred from HO)

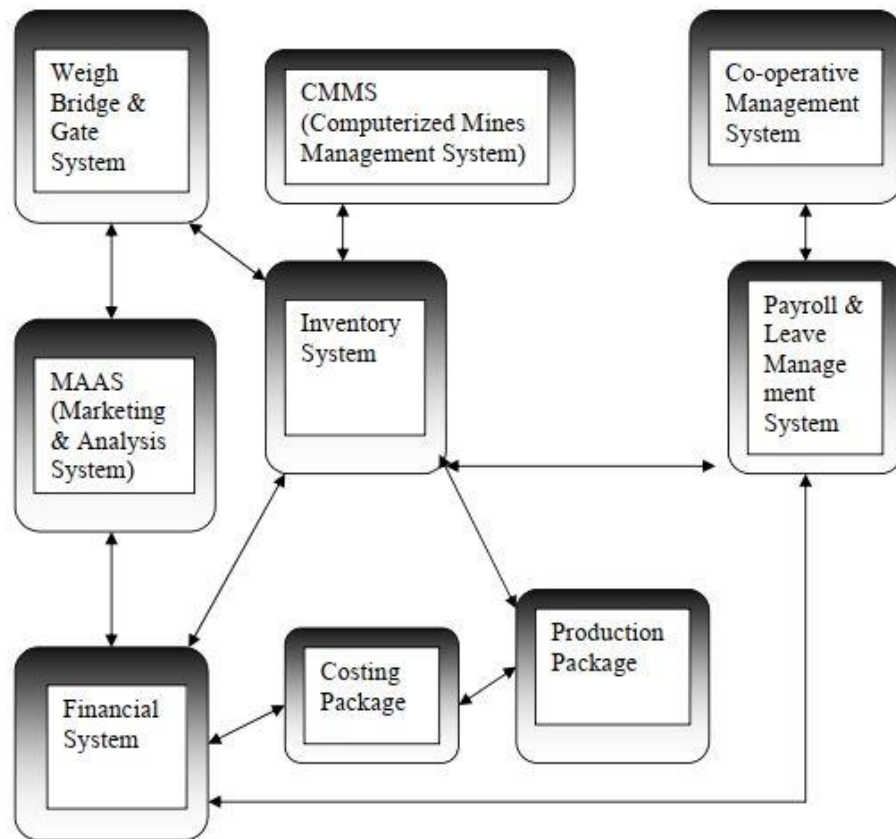
Sales accounting Systems

- Sales accounting Systems, Rent Payment System
- Data loading, Expenses Payment System,
- Freight Payment, MIS, Transferring in FAS

Gate Pass System (Returnable & Non-returnable goods)

- All goods send through Computerized Gate Pass
- Integrated with Gate System.
- Pending repair items information

Architecture of MIS at Ashiq Impex Limited



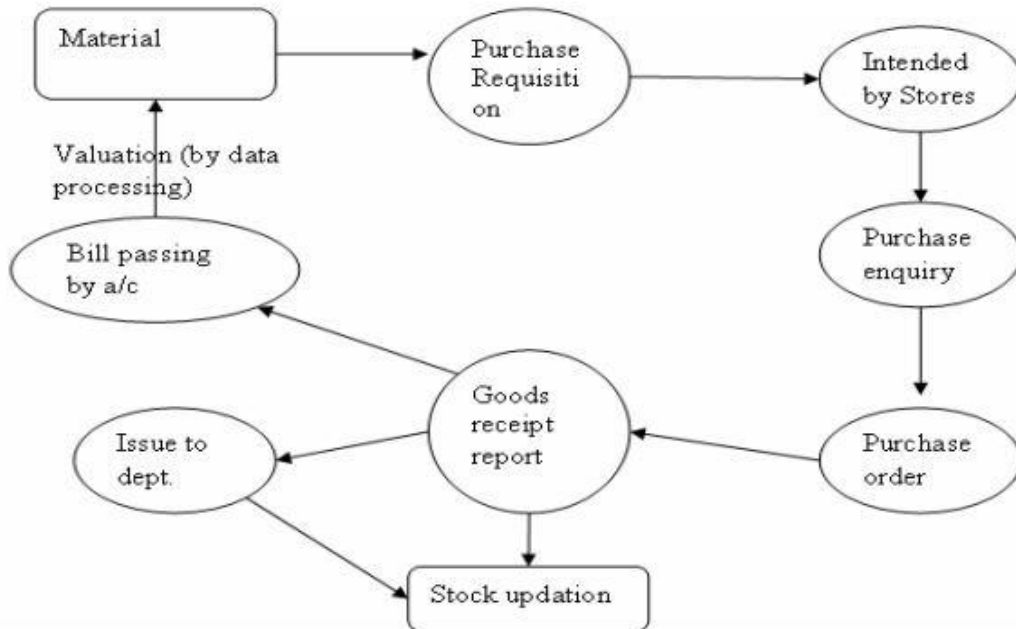
3.4 Inventory Management Module of Current MIS

Current MIS of the company is basically a In-house developed system, also comprising of few specialized readymade software packages bought from outside developers. It comprises of 11 main modules covering all the main functions of the company.

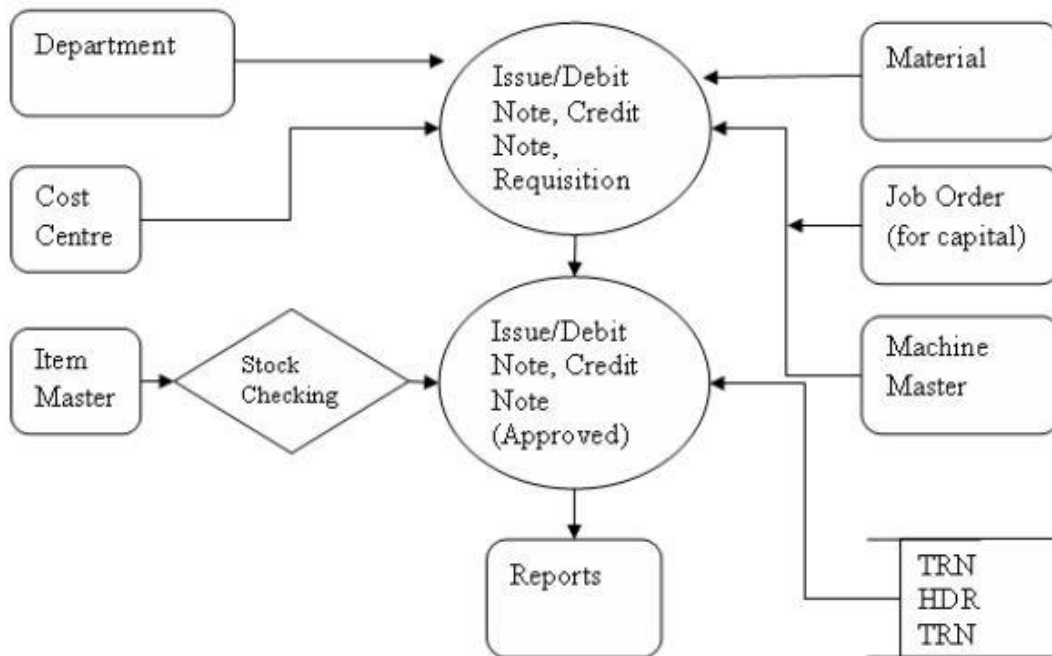
Inventory Management Module is one of the most important parts of the system. It is highly integrated with the other modules and capable of functionalities like Auto Alarming when inventory is low. It is capable of generating more than 200 different types of reports to help managers in different required ways. Its main parts include Inventory issue, purchase, bill passing, other OER passing, freight passing, stock updation etc.

DFDs and Data processing diagrams:

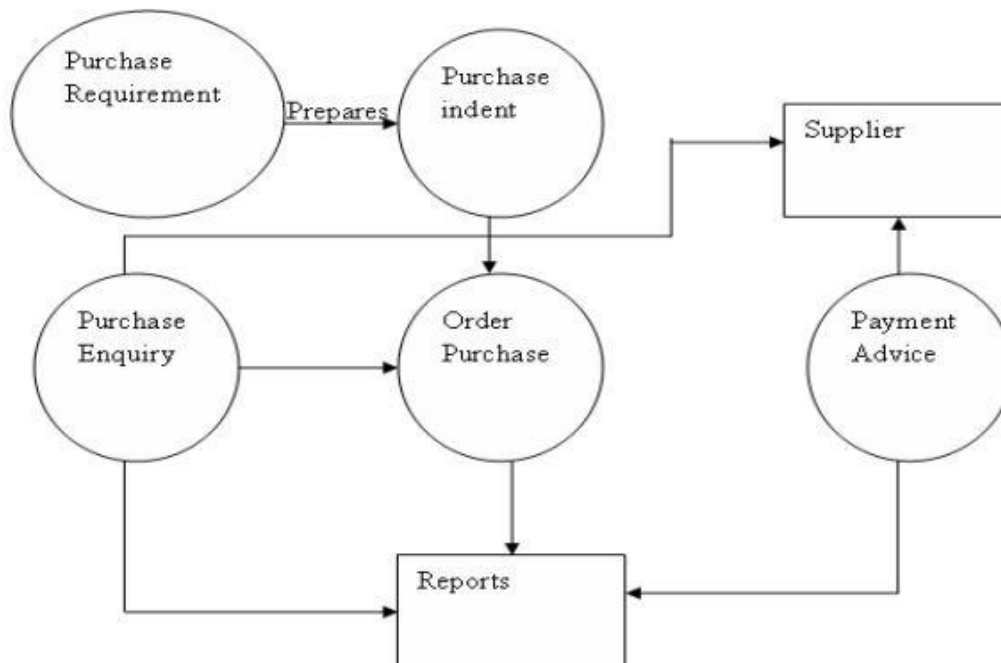
Inventory Package Context Level Diagram (CFD):



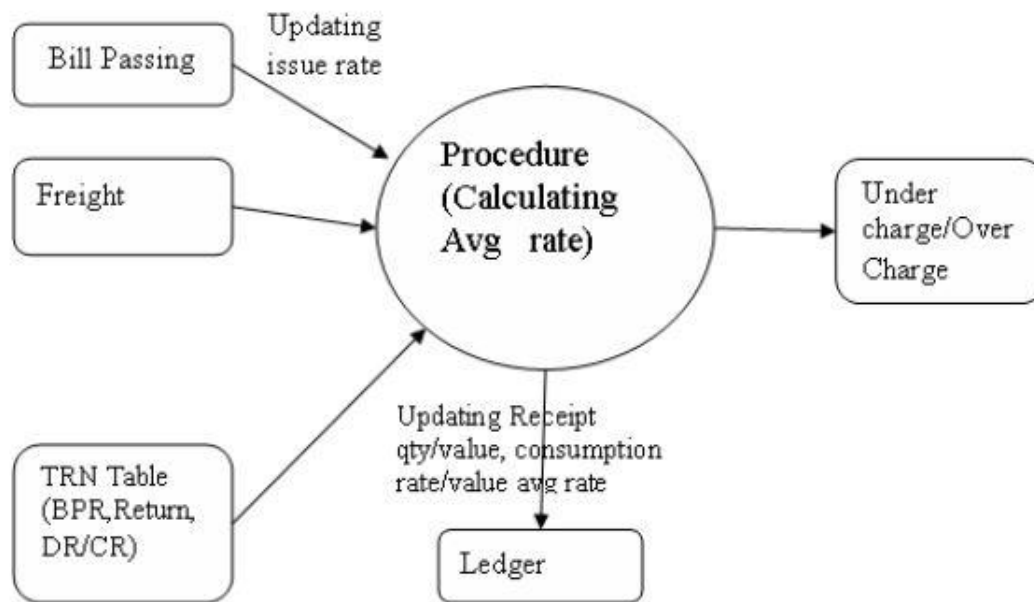
Inventory Package Issue DFD:



Inventory Purchase DFD:



Data Processing (Full Inventory Module)



3.5 Application used for Work order Preparation at The Ashiq Impex Ltd.

1. Item code creation

- There are 9 types of item group in Non-Catalogue Item
 - Medicines
 - Stationary
 - Repair Order
 - Transportation Order
 - Raw materials
 - Capital Orders
 - Job Orders
 - Laboratory Items
 - Direct book orders

2. Indent Posting

3. Indent Sanctioning

4. Indent Type Updation

5. Order Preparation

6. Order Printing

After analyzing the system properly, it was concluded that system is working fine at an overall level and consisting of very minimal problems. These problems can't be stated as such problems and instead can be stated as future path as follows: -

- Still lack of system integration after a level. Though inventory management module is integrated well with all the other modules like financial system, thus reducing the redundancy. But still there is need of paper work and manual intervention when reordering is required. System cannot be configured to reorder automatically, even for the fast-moving raw material.
- Lack of Web Integration: Ashiq Impex Ltd. hasn't still employed the concept of taking orders or ordering through web and have no integration of its system to its website.
- Legacy Network Support: Backbone network used by Ashiq Impex Ltd. is still the same, which they used in 1993. They haven't upgraded the network support from then, which has started creating problems for them already. As MIS of the company is improving day-by-day including more and more functionalities, the network has already become very slow.
- Lack of training to managers to effectively use the decision support functionalities of system: This is another problem that we felt at the company. IT department is basically making the improvements in the system continuously with new added functionalities, but there is lack of training to managers to effectively use these functions in way that can support them to make better decisions. For example, on an average, a manager uses only 10-15 types of reports out of more than 200 types of reports available.

3.6 Limitations of The Study:

Every study has limitations. Study limitations can exist due to constraints on research design or methodology, and these factors may impact the findings of the study.

Common Methodological Limitations

- Issues with sample and selection.
- Insufficient sample size for statistical measurement.
- Lack of previous research studies on the topic.
- Limited access to data.
- Time constraints.
- Conflicts arising from cultural bias and other personal issues.

In my study, I have also faced some limitations. Firstly, lack of detail information i.e., every company have some sophisticated issues, my company does not allow to public this information. Secondly, I am not an experienced person to perform the research report that's why I make some mistakes in this study. Thirdly, we all know dangerous pandemic (COVID-19) situation running all over the world. In Bangladesh we have also faced the pandemic situation, that's why I cannot run any data collection operations. Finally, I got limited time to complete the study.

Chapter-04

Problems, Recommendations & Conclusion

4.0 Problems Identified

The important points I discovered during the research period in the paper are described below:

Lack of organizational Process Management System. Process Management System (PMS) is a part of Business Process Management (BPM) which allows us to efficiently plan and monitor the performance of various activities in a business environment. Process Management is the effective utilization of available resources including employee strength, tools such as software programs, hardware investments and proven strategies to ensure maximum customer satisfaction. Operations are all about managing different processes as they are the pillars of ensuring streamlined workflows and contributes to the growth of any organization. If we separate BPM into various modules, it is easier to effectively manage available resources. In Ashiq Impex ltd. the organizational process management system is very weak and slow, there is a chance to improve this sector.

Improper use MIS. In a corporate setting, the ultimate goal of the use of a management information system is to increase the value and profits of the business. This is done by providing managers with timely and appropriate information allowing them to make effective decisions within a shorter period of time. Even in sales and marketing department there is no statistical data about compile and analyze information of customers and prospective customers to improve the revenue in short time. MIS produce data-driven reports that help businesses make the right decisions at the right time. But in Ashiq Impex there is some lack of proper management information system and particular data alignment which can give the security awareness of the administrators and users about risk analysis and risk threats.

Lack of MIS specialist. A management information systems (MIS) specialist is an information technology professional who supports and maintains computer systems and databases for an organization. Management Information System (MIS) Executives lead all information technology operations within a company. They are responsible for planning, designing, developing, and evaluating computer systems. MIS executives have various duties depending on the type and size of the organization they work for. An MIS specialist should have some important and effective criteria like a keen self-awareness, a love for learning, a knack for communication, a talent for team-building, a passion for problem-solving. In fact, the headhunters who participated in the study listed creative problem-solving as the hardest-to-find skill in the technology space. IT ladder

climbers can take advantage of this state of affairs by bolstering their problem-solving abilities. Secure Team member makes it easy to calculate and repair potential threats and damage to information system operations and the extent of these losses. Ashiq Impex Ltd lack of such effective MIS specialist. Sadly, recruiters are also struggling to find IT professionals with such skills.

Limited security of MIS Data. Every organization represents the levels of cyber-attack. So, organizations need protection against cyber-attacks and security threats. Cybercrime and malware are constant threats to anyone with an internet presence, and data breaches are time-consuming and expensive. The services of a trustworthy information security provider will mitigate digital information risks and keep systems running without disruption.

Not all organizations require the same kind or degree of data protection. We have to choose a provider that we can work with from day to day, one that will meet our business's needs. A solid relationship with a security services provider gives our organization greater productivity, fewer disruptions, and a better reputation.

Expensive information security system. Authority should focus about these field. Cost, Compliance, Consolidation: Conquering the Three C's of Information Security. Businesses today have myriad information security demands. From personally identifiable information to payment card data to intellectual property, businesses need to secure many types of data to meet compliance regulations, protect their brand and safeguard their customers' information. But cost, staff resources and know-how can hinder many businesses, particularly small to medium-sized organizations when it comes to data security.

Outdated MIS. Information system of Ashiq Impex is outdated. If we are considering to upgrade an MIS but we are not completely sure if it's the right time, then this discussion may be able to help. If we focus on some key points below, then it might be time to make the leap and upgrade.

- Poor relationship with the vendor. The initial relationship we have with our vendor, from purchase to going live, is critical. But so is our ongoing relationship - we need to feel happy with the support we receive after the implementation stage is over.
- Of course, it's essential that your MIS partner has the financial stability to survive a downturn in the economy. But it's also crucial that they have the stability to fund a sustained programme of development for our MIS system.
- Poor financial performance can also present a risk of the company merging or being purchased by a competitor, which could result in your software becoming a legacy product.

The main purpose of the MIS is to give managers feedback about their own performance; top management can monitor the company as a whole. Information displayed by the MIS typically shows actual data over against planned results and results from a year before; thus, it measures progress against goals. If we do not upgrade the information system regular basis, we just miss the above information which damage our performance as well as company sales. So, the company needs to update information system daily and monitors whether they are secure and make it helpful to the company.

Lack of KPI system. Key performance indicators (KPIs) form an important part of the information required to determine and explain how a company will progress to meet its business and marketing goals. KPIs help organizations understand if the company is headed in the right direction and if not, where it needs to divert its attention. KPIs are more than numbers report out weekly - they enable us to understand the performance and health of our business so that we can make critical adjustments in execution to achieve our strategic goals. Knowing and measuring the right KPIs will help us achieve results faster.

Larger companies typically measure 16 to 20 KPIs in their monthly management reporting, while those with revenues of less than satisfactory monitored between seven and nine indicators. Ashiq Impex lack of these kinds of KPI system which reduce the revenue of the company.

Inadequate web-based system. Web Business Management System (WBMS) is a web-based software that manages or runs a website with specific business functions or requirements. These web-based tools allow business owners to run their website with a business mindset. Web-based systems make it easier to provide access to real-time information. Web based custom application development can provide businesses with significant cost savings and productivity improvements. Ashiq Impex uses old and less effective web-based Management System. Besides, Server slow down, improper connection with call traffic management, poor internet connection, unclear phone lines, power shutdowns etc. are affected when the workload increases.

4.1 Recommendations

The company still has some weaknesses. Considering the given problems, my analysis and research on comparative MIS systems used in the similar kind of industries, some recommendations for the company are suggested. Working with the IT team and staff, I found some weaknesses in the company. Now I'm recommended a few points to Ashiq Impex Ltd to solve or improve some of the searches I've identified:

Improvement of organizational Process Management System. As we discuss earlier Process Management System (PMS) allows us to efficiently plan and monitor the performance of various activities in a business environment. We can use process management in an effective way to utilize our available resources including employee strength, tools such as software programs, hardware investments and proven strategies to ensure maximum customer satisfaction. By segregating BPM into various modules, it is easier than ever to effectively manage available resources. While processing management system there would be scope to improve the stability of organizational assets, effectiveness, efficiency and reliability. Ashiq Impex management should aware to improve the organizational Process Management System to increase profit of the company.

Proper use MIS. In a business, the final objective of the use of management information system is to gain more value and profits of the business compared to its competitors. This is only attained when managers work timely and with appropriate information which help them to make perfect decisions within a shorter period of time. Creating a comprehensive information system to increase the amount of accessible data which will make the search process more convenient. But I found the lack of proper management information system and particular data alignment in Ashiq Impex Ltd. The process of providing information to the decision makers of the organization is more to improve. It should be improved and used in a proper way to manage maximum profit for the company.

Recruitment of effective MIS specialist. MIS Managers are responsible for creating and managing the various databases used by their employer, which requires proficiency with database management software. They are also responsible for maintaining network connectivity for the various department works for the organization. The MIS executive's responsibilities include designing and developing computer systems on time and to specifications, developing strategies,

keeping up-to-date with the latest developments in IT systems, analyzing operations, and making suggestions for improvement. Ashiq Impex should focus on recruiting these effective and efficient heads.

Improvement in security system of MIS Data. Cyberattacks don't only happen to large corporations. Small businesses, groups and charities have to protect their IT systems, too. Some practical steps we can take today to tighten up our data security like backup all data, use strong passwords, be wary of suspicious emails.

Besides, some factors that should be monitored to reduce or free-up cyber-attack. They are followings:

- Technical expertise in systems and data security.
- Reliable and prompt customer communication and support.
- Comprehensive coverage, including desktop devices, IoT, and smartphones.
- Careful handling of sensitive data.
- A record of successful protection of their customers' information assets.
- The organization should be increased the level of security everything related to sensitive data.
- The amount of internal data should be arranged segment by segment to recall them in an easy way and the recovery performance needs to be increased.
- Use specific database for individual employee to monitor them properly and tracking numbers for users to improve the quality of employee tracking system.

Information security management reduces cost of data. Information security management is an important issue for any company. In Ashiq Impex there are some improvements in these sectors. Management should focus about these field. As a part of the improvement, company should reduce the costs of information security management.

The company should make engagement with a Managed Security Services Provider (MSSP) to support such information security needs can offer many benefits:

- **Cost savings:** Costs for managed security services (MSS) are generally lower than hiring in-house full-time experts. MSSPs are able to spread their investment in infrastructure and people across hundreds and thousands of clients.
- **Staffing:** shortage of qualified security personnel puts big pressure on businesses of all sizes to recruit, train and retain their security staff.
- **Skills and security awareness:** MSSPs have better insight into evolving security threats directly and indirectly because of their focus and wider installed customer base.

Up-gradation of MIS. Organizations face increasingly rigid information management compliance requirements from global, national, state, local and industry terms. Managing these in manual terms has become very expensive and very risky. It should be improved. Unconventional forms of information are found everywhere. Paper documents are still much better managed than electronic Office files. So, the information should be organized.

Improvement of web-based system.

Web information system, or web-based information system, is an information system that uses Internet web technologies to deliver information and services, to users or other information systems. Ashiq Impex use proper web-based information system. It has some benefits like -

- **Improved Productivity** - Streamlined business processes allow our employees to accomplish more in less time.
- **Reduced Labor costs** - Automating applications can reduce the number of people required to support our business.

Besides, the company should also start Web-Based ordering and selling, so that to be able to catch up with the growing industry. Server needs to updated and modified. use of call traffic management, increase internet connection quality, and backup power system.

4.2 Conclusions

Ashiq Impex Ltd. not only allows business but also helps to provide job opportunities to skilled workers. Ashiq Impex is a medium in relation to increasing the efficiency of internal staff, ability to reach the market faster than competitors, maximizing workforce flexibility and the ability to recruit highly skilled workers in the right field. Ashiq Impex employee's work on online and provides all the benefits to the customers. The company forms special teams on the field and team members work with their clients in several ways. Customers always want to adopt benefit and good opportunities from their trusted company and maintain good relationship. On the other hand, the company wants their customers to deliver services and receive money for that service. Ashiq Impex Ltd. uses the right MIS and is benefiting from it. Starting from small to large organization's follow the correct method of MIS for business, because MIS has added a new dimension to the modern generation and the importance of MIS in new and innovative services in today's business environment. Ashiq Impex also focused on those things. An open workplace at Ashiq Impex Ltd; here's one opportunity to work with technology; also have opportunities to acquire new knowledge, here also an opportunity to develop oneself in a friendly environment. For young generation there are lots of opportunities for learning. In the future our Business Process Outsourcing Companies will play a much bigger role in our business and global market.

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