Information to support a business decision making process

If the staff in HS Smith which are mostly the drivers that do home deliveries to customers all call in sick with the flu, and there is only a remainder of two out of eight staff that are in HS Smith would have to make a decision on this operationally because if there aren’t any drivers available then the customers will not get their orders.  
Information about this would be found in the human resources department as the staff would’ve called in sick, the information would then be put into an information system, and so they would quickly replace these staff that are sick with staffs that are able to carry out this job too. HS Smith can then find/call up other staff that are available and get them to do the home deliveries. Checking for accuracy this would be done in the administration department as they are responsible for making reports and so they can check if information is reliable and useful. HS Smith can look into the staffs that are ill, and input this data into their profiles within their organisation, outputting and replacing them with staff that are well and that can also do their job.

There is a large amount of stock of unpopular books that does not seem to be selling well, HS Smith would decide tactically whether or not to continue to stock the product, but as soon as it has already been paid for they may as well continue to stock it as they have already paid for it but may want to put them on sale to speed up the selling process. Information required would be from the administration department as that department are responsible for making reports, they can see what way would be best to promote these books then it would have to be taken over to the marketing department, as this departments deals with advertising HS Smith’s products, and so they would be in charge of advertising the unpopular books that need to be sold. HS Smith can check for accuracy by looking into their organisations databases and look at how much these items have been selling, and basing on whether they are bad or good, they can then use this information and pass it onto the marking department so they can decide how exactly they can advertise the products to customers so they can buy them.

In the warehouse of HS Smith, the distribution manager has said that they are increasingly running out of storage space. As there is no opportunity for physical expansion at their current premises they are considering moving operations elsewhere. The decision made for this problem should be handled and made strategically. Although this is a long-term problem, HS Smith would then have to move their warehousing into larger premises in order for them to have the amount of room they need. The company can find this sort of data in their warehousing department where they deal with stock, organising and processing deliveries of the company, and when it comes to checking for accuracy, this can be done in the administration department, as they can be able to check for items that are coming in vastly, that are being ordered and what type of products that are taking up a lot of space in the warehouse. They would then have to clear some space by advertising specific products for their customers to buy/order.