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‘It’S All about the Processes’

Kevin Lee Elder

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Are the processes you perform on your new IT the right ones, in the right order, with the right people?

reinvent the wheel, rather, we need to improve the IS at the same time. Therefore, I teach my students to be like Tom Hanks in the movie “Big.”

In “Big,” Hanks plays a pre-teen who wishes he were an adult, and somehow (movie magic) his wish is granted. As a kid in an adult body, fun follows him. An important lesson for designing new systems can be found in the movie, too. He still possesses a childlike inquisitive nature that he brings to his work, which is refreshing.

At the first important meeting he attends, he keeps asking his colleagues one question, “I don’t get it, why are we doing it this way?” We all need to look at the processes we do every day and ask that same question.

Are the processes you perform on your new IT the right ones, in the right order, with the right people? If they aren’t the right processes, we are destined to have faster systems that lead to the same problems in a little less time.

Bad output from systems with the wrong processes will lead to bad decisions. Our systems should be decision support systems. The IS and IT we use every day should support and help us in our core business decision-making processes. The goal of our systems should be to get the right information to the right people at the right time.

If you want a better system, you might want to start with your processes and not with your IT. You might want to rent and watch the movie “Big” this weekend, too. It is not about the IT; it is all about the processes.

Kevin Lee Elder is an associate professor of information systems at Georgia Southern University. He may be reached by e-mail at kelder@georgiasouthern.edu.

Pace Lighting wins Showroom of the Year

Pace Lighting, an independent lighting retailer in Savannah, was awarded top honors as National Showroom of the Year in a ceremony in Dallas on June 24. Pace Lighting topped 10 other finalists from across the country in its sales category.

The retailer was nominated for the award in March by a panel of retail and merchandising experts. The award was presented by Residential Lighting magazine and the Dallas Market Center.

“The entire Pace family is honored to receive this national prize,” said Pace Lighting president and CEO Frank Bartlett in a release. “We are a local, independent Savannah business, and we are delighted to receive this nationwide recognition. We look forward to being at the forefront of our industry for years to come and to put our expertise to work for all Pace Lighting customers and partners.”

Pace Lighting, located at 7 Southern Oaks Court off Chatham Parkway, has an 18,500-square-foot showroom displaying 2,500 light fixtures from more than 175 product lines. Founded in 2001, Pace Lighting opened its state-of-the-art, contemporary lighting showroom in December 2008.