Chapter Outline

# Chapter 11. Managing Information Flows—MRP and ERP

***See pages 325-364.***

Introduction

The Concept of Information Flow

Information Flow Mapping

Information Flow Among Supply Chain Trading Partners

Dependent Demand Inventory Management

The Material Requirements Planning System

The Distribution Requirements Planning System

The Manufacturing Resource Planning System

The Evolution and Use of Enterprise Resource Planning Systems

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Cloud-Based ERP Systems

The Benefits and Shortcomings of ERP Systems

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Automating Process Management

Business Process Management

Trends in Enterprise Resource Planning