

1. How can goal congruence of total quality management performance measures help organization continuous improvement efforts? (25%)
2. Cooperation between organizations in the supply resources of information, or logistic services is influenced by factors such as management method, culture and leadership style, and its structures for planning, information sharing, and work processing. Discuss. (25%)
3. There is a history of poor communication between information technology and general management which has had a negative impact on the actual and perceived performance of enterprise systems. As the importance of these systems increases, expanding their scope to the integration of all business functions, what is the potential importance of any disagreement on enterprise information technology goals and performance? (25%)
4. How could the Internet potentially change the protection given to intellectual property? Which of its capabilities make it more difficult to enforce intellectual property law? (25%)