

A New Information System for Inventory Management in Hospitality Industry

Mune MOĞOL SEVER ^a, Celal Hakan KAĞNICIOĞLU ^b

^a Faculty of Tourism, Department of Tourism Management, Anadolu University, Eskişehir, Turkey.

mmogol@anadolu.edu.tr

^b Faculty of Economics and Administration Sciences, Department of Business, Anadolu University, Eskişehir, Turkey. chkagnic@anadolu.edu.tr

ARTICLE INFO

Keywords:

Inventory Management
Material Requirements Planning
(MRP)
Information System
Service Sector

Received 15 September 2018

Revised 19 January 2019

Accepted 10 February 2019

Article Classification:

Research Article

ABSTRACT

Purpose – In this study, it is aimed to design an information system that will facilitate data and inventory control, ordering and procurement and ensure the monitoring of material consumption and cleaning process as a whole.

Design/methodology/approach – This study adopts case study on a sample of five-star hotel chains. The study adopted the typical sampling. Data collection tools of the study are observation, interviews and document analysis (procedures and forms). The ARIMA (2,1,1) Model was utilized as the estimator in this study. The software is web-based, and uses SQL 2008 R2 as database management system. Coding was performed in C #.

Findings –As a result of the systems analysis, there is no reporting on the materials consumed. Therefore, the information related to materials used per-unit or in total is not easily accessible by employees. With the information system introduced in the scope of this study, periodical planning be performed to ensure that demand-dependent material is delivered to the hotel and the needs are met on time.

Originality/value – Study, attempts to bridge the gap in this field especially by facilitating the monitoring control off the relevant processes the processes in an integrated manner. It is considered that the study will contribute to the literature since, although there are many studies on MRP, there is a limited number of studies on the services sector and no studies especially on hotels.

Önerilen Atf/ Suggested Citation:

Moğol Sever, M., Kağnicioğlu, C.H. (2019). A New Information System for Inventory Management in Hospitality Industry, *Journal of Business Research-Turk*, 11 (1), 64-71.