

Business Intelligence and of Transformational Leadership

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Abstrat:

The evolution of the twenty-first century has witnessed the raise of management sciences and the sophistication of its tools and methodologies. A critical part of such evolution has been the development of computing science technologies. Under this setting, Quality Management Systems have developed as a fundamental bridge between information systems and the strategic and operational sides of both businesses and of public institutions. The strategic power of information management has been configured as the field of Business Intelligence, which captures the dynamic circuits of business process modelling and of the decision-making flows. Quality Systems represent the integrated arena whereas the Business Intelligence systems may play a part. Quality Systems incorporate another critical area, which represents the culture and communication styles of each organisation, under the heading of leadership, in particular of Transformational Leadership. The core idea is that Quality Systems aggregate both strategic and operational issues as well as an organisational philosophy and corporate behaviour. Such philosophy works as an end goal that enables setting the direction for institutional development. Consequently, pointing towards needed change and to a new stage in the life of an organisation is part of Quality Systems through their capacity for inducing Transformative Leadership. The present paper offers an exploratory inquiry into the opportunities and challenges being faced by management sciences and of the role played by Quality Systems in addressing such challenges.

Palavras-chave: Quality management systems; Business intelligence; Transformational leadership