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Information Technology for Management – Improving Quality ... Information Technology for Management – Improving Quality & Productivity Tr Masters by Efraim Turban, 9780471103158, available at Book Depository with free delivery worldwide. ... Information Technology for Management. Efraim Turban. 14 Jan 2013. Find helpful customer reviews and review ratings for Information Technology for Management: Improving Quality and Productivity at Amazon.com. Read honest and unbiased product reviews from our users. Information technology for management: improving quality and productivity These chapters say many sensible things, a particular appeal to the information management readership being the explicit comparison between searching the internet and searching a 'conventional' online source, such as the Knight-Ridder databases. Information technology – generally applied to describe the set of machines and telecommunication networks used to transfer and manipulate data – is widely used in business to increase productivity through process improvement, product innovation and new worker skills.