

(7 Pages)

Reg. No. :

Code No. : 8559

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M.Com. (CBCS) DEGREE EXAMINATION,
APRIL 2022

Second Semester

Commerce — Core

ENTERPRISE RESOURCE PLANNING

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The most important step of ERP implementation is _____ phase.
- (a) Installing (b) Training
(c) Gap analysis (d) Testing

2. In the _____, ERP packages were targeted at the manufacturing industry.
- (a) 1970's (b) 1990's
(c) 1980's (d) 1960's
3. A client has multiple application servers and wants to use three application servers for failover. Where should you make the customization?
- (a) Application designer
(b) Configuration properties files
(c) Configuration manager
(d) Psprocs cfg file
4. According to the closing case, the consequences of customizing an ERP system to accurately reflect a company's business process can include
- (a) increased maintenance expenses
(b) the inability to incorporate the latest technological developments
(c) the failure to sustain a competitive advantage
(d) all of the above



5. BPR is also known as
- (a) Business redevelopment
 - (b) Business design
 - (c) Business improvement
 - (d) Business process change management
6. Four major areas can be identified as being subjected to change in BPR are as follows
- (a) Organization, technology, strategy and people
 - (b) Organization, infrastructure, resources, people
 - (c) Technology, finance machines, people
 - (d) Strategy, technology, methods, organization
7. The _____ should plan well and execute perfectly the implementation of ERP.
- (a) Organization (b) System developers
 - (c) Vendors (d) Top management
8. Which is one of the most critical steps in the ERP implementation?
- (a) Creation of organizational model
 - (b) Creation of integrated data model
 - (c) Creation of business model
 - (d) Creation of data model

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9. Who are the primary users of SCM system?
- (a) Sales marketing, customer service
 - (b) Accounting, finance, logistics and production
 - (c) Customers resellers, partners, suppliers and distributors
 - (d) All of the above
10. CRM yields employees with _____ and improves personal _____ efficiencies.
- (a) Work, work advantages
 - (b) Customization, work
 - (c) Work advantage, work
 - (d) Customization, work advantage

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What types of data to be considered by material requirements planning?
- Or
- (b) Discuss the advantages of clean slate re-engineering.

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12. (a) What are four business processes that can be used to understand ERP systems?

Or

- (b) Explain the components of a business process in ERP.

13. (a) Describe the phases of business process re-engineering.

Or

- (b) Why is business process re-engineering so important in ERP?

14. (a) How can you implement the successful ERP system in an organization? Explain.

Or

- (b) What are the major characteristics of a legacy systems?

15. (a) What are the challenges of purchasing and supply management?

Or

- (b) Briefly describe the ultimate goals of CRM.

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PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Define the term ERP and discuss the evolution of ERP system elaborately.

Or

- (b) What are the tangible and intangible benefits of ERP? Explain.

17. (a) Write a short notes on :

- (i) Cross functional business process.
- (ii) Cross functional enterprise system.

Or

- (b) What are the key motivations behind changing ERP software? Explain.

18. (a) Briefly explain the steps of business process.

Or

- (b) Describe the principles of business process re-engineering.

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19. (a) What are the factors to be considered while choosing an ERP system implementation?

Or

- (b) State that the various system testing done during the ERP implementation.

20. (a) What are the elements that make up a supply chain? Elucidate.

Or

- (b) What is customer experience management? Explain the stages of customer experience strategy.
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