

(6 pages)

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M.Com. (CBCS) DEGREE EXAMINATION,
APRIL 2023.

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. Which of the following describes an ERP system?
 - (a) ERP systems provide a foundation for collaboration between departments
 - (b) ERP systems enable people in different business areas to communicate
 - (c) ERP systems have been widely adopted in large organisations to store critical knowledge used to make the decisions that drive the organisation's performance
 - (d) All of the above

2. An enterprise is a group of people with _____.
 - (a) Common goal
 - (b) Separate goal for each department
 - (c) Multiple goals
 - (d) Two or more goals
3. ERP system is for _____.
 - (a) Major departments only
 - (b) Entire organization
 - (c) Marketing and sales
 - (d) Production department
4. ERP packages are _____ and set of functionalities.
 - (a) Same architecture
 - (b) Different architecture
 - (c) Same concept
 - (d) Different concept
5. 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

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6. Business process reengineering is also known as
- (a) Business process change management
 - (b) Business redevelopment
 - (c) Business design
 - (d) Business improvement
7. The most important step of ERP implementation is _____ phase.
- (a) Installing (b) Training
 - (c) Gap analysis (d) Testing.
8. A successful training will account for a minimum of _____ of the total project cost.
- (a) 10-15% (b) 10-20%.
 - (c) 5-10%. (d) 5-15%
9. The companies can use supply chain management for _____
- (a) Critical business process
 - (b) Effective planning
 - (c) Inventory control
 - (d) Material management

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10. Customized products and services for customers and interaction to individual customers are part of
- (a) Retailers management
 - (b) Customer relationship management
 - (c) Company relationship management
 - (d) Supplier management

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Describe the evolution of ERP system.

Or

- (b) State the objectives of Enterprise Resource Planning.

12. (a) Explain the ERP software changes.

Or

- (b) Narrate the major application architectures in ERP.

13. (a) Explain the Business Process Reengineering and organizational restructuring.

Or

- (b) Write a note on Business Process Integration.

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14. (a) Explain the legacy system analysis in ERP implementation.

Or

- (b) Narrate the customization of ERP system implementation.

15. (a) Explain the elements of Supply Chain Management.

Or

- (b) Describe the goals of Customer Relationship Management.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the challenges and benefits of Enterprise Resource Planning.

Or

- (b) Difference between Technology enables and Clean sheet re-engineering.

17. (a) Describe the client server architecture for ERP.

Or

- (b) Explain the artefacts and process for ERP system.

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18. (a) Describe the enterprise business process.

Or

- (b) Explain the principles of Business Process Re-engineering.

19. (a) Discuss the identification of ERP implementation module.

Or

- (b) Explain ERP system implementation guiding principles.

20. (a) What are the components of Customer Relationship Management?

Or

- (b) Discuss the purchasing issues in Supply Chain Management.

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