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M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 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. ERP vendors usually design their systems around standard business processes, based upon _____.
- (a) business standards
 - (b) global standards
 - (c) best business practices
 - (d) best profitable standards

2. Material requirements plan specify.
- (a) the quantities of the product families that need to be produced
 - (b) the quantity and timing of planned order releases
 - (c) the capacity needed to provide the projected output rate
 - (d) the costs associated with attractive plans
3. _____ integrated the planning management and use of all of an organization's resources and is designed to integrate its functional areas tightly.
- (a) Transaction processing system
 - (b) Corporate extranets
 - (c) Functional area information system
 - (d) Enterprise resource planning system
4. Enterprise resource planning systems are very _____ software products, meaning that companies typically have to change their _____ to accommodate how the software functions.
- (a) unstructured, business processes
 - (b) structured, accounting processes
 - (c) structured, business processes
 - (d) unstructured, reporting relationships

5. Eleven steps INBPIRE framework for BPR is developed by
- (a) Chua (b) Bhudeb Chakravarti
(c) Crystalor (d) Nolan
6. Which of the following is the best explanation of business process re-engineering?
- (a) Redesigning the organizational structure of a business
(b) Redesigning workflow
(c) Redesigning products
(d) Transformation of business processes for more effective achievement of business goals
7. What is at the heart of any ERP system?
- (a) Information (b) Employer
(c) Customers (d) Database
8. Which of the following describes an ERP system?
- (a) ERP system provides a foundation for collaboration between departments
(b) ERP system enable people in different business area to communicate
(c) ERP system have been widely adopted in large organization to store critical knowledge used to make the decisions that drive the organization's performance
(d) All of the above

9. Components of a CRM system are:
- (i) Users
(ii) Hardware and operating system
(iii) CRM software
(iv) Business processes
- (a) (iii) and (iv) (b) (i), (ii), (iii) and (iv)
(c) (i) and (iv) (d) (i), (ii) and (iii)
10. In recent years, CRM has become a primary component of
- (a) ERP vendor
(b) ERP software solution
(c) CRM software
(d) CRM solutions

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b) not exceeding 250 words.

11. (a) What are ERP capabilities? Explain.

Or

- (b) Explain any five ERP challenges.

12. (a) Explain the key motivations behind changing ERP software.

Or

- (b) How can you understand the client server architecture? Illustrate with diagram.

13. (a) What strategic role can information technology play in business process re-engineering?

Or

- (b) Write a short notes on steps for implementing business process integration.

14. (a) Explain the pros and cons of big bang implementation.

Or

- (b) What are the advantages and disadvantages of the customizing method of implementing ERP?

15. (a) How should companies use CRM? Explain.

Or

- (b) Write a short notes on trends shaping the future of SCM?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b) not exceeding 600 words.

16. (a) What is MRP and ERP? Differentiate MRP from ERP.

Or

- (b) Elucidate the features of core enterprise resource planning.

17. (a) What are the four types of ERP architecture?

Or

- (b) What are the factors to be consider when choosing ERP standard models?

18. (a) What are the key factors in making a business process re-engineering initiative in a successful manner?

Or

- (b) List out the advantages of business process re-engineering and explain.

19. (a) Explain the most common languages to create valuable IT products in ERP software system.

Or

- (b) Examine the key phases in a successful ERP implementation plan in an industry.

20. (a) Define the term CRM. Explain its functions briefly.

Or

- (b) Write a short notes on the history and evolution of the global supply chain management.
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