(6 pages)　　　　Reg. No. : ....

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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

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

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.

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.

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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