

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 :

The most important step of ERP implementation is _____ phase.

- (a) Installing (b) Training
- (c) Gap analysis (d) Testing

BPR is also known as

- (a) Business redevelopment
- (b) Business design
- (c) Business improvement
- (d) Business process change management

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

The _____ should plan well and execute perfectly the implementation of ERP.

- (a) Organization (b) System developers
- (c) Vendors (d) Top management

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

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

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.

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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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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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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