

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**MCom(CA) DEGREE EXAMINATION MAY 2025
(Fourth Semester)**

Branch – COMMERCE WITH COMPUTER APPLICATION

MAJOR ELECTIVE COURSE - II : ENTERPRISE RESOURCE PLANNING

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following is NOT a core function of an ERP system? a) Inventory Management b) Human Resource Management c) Customer Relationship Management (CRM) d) Personal Email Management	K1	CO1
	2	What is the primary role of an ERP system within an organization? a) To automate individual tasks b) To integrate various business processes and data c) To replace all existing software systems d) To solely focus on financial accounting	K2	CO1
2	3	What is the most significant risk associated with ERP implementation? a) Lack of user training b) Low cost of implementation c) Improved data accuracy d) Increased employee productivity	K1	CO2
	4	How does an ERP system help reduce costs for an organization? a) By automating manual tasks and eliminating redundant processes. b) By increasing the number of employees. c) By decreasing customer satisfaction. d) By reducing the use of technology.	K2	CO2
3	5	Which technology is used to analyze large datasets and extract meaningful information? a) Data Warehousing b) Database Management System c) Word Processing Software d) Spreadsheet Software	K1	CO3
	6	What is the role of Supply Chain Management (SCM) in an ERP system? a) To manage the flow of materials and information from suppliers to customers. b) To manage human resources within the organization. c) To manage financial transactions. d) To manage customer relationships.	K2	CO3
4	7	Which phase of the ERP implementation life cycle involves selecting the appropriate ERP software? a) Planning b) Implementation c) Testing d) Maintenance	K1	CO4
	8	What are some of the key steps involved in the ERP implementation process? a) Planning, analysis, design, development, testing, implementation, and maintenance. b) Purchasing hardware, installing software, and training employees. c) Conducting a feasibility study, selecting a vendor, and going live. d) All of the above.	K2	CO4
5	9	What are the key factors to consider when selecting an ERP software package? a) Functionality, cost, vendor reputation, and scalability. b) Brand name and popularity of the software. c) The number of features offered by the software. d) The opinion of the IT department.	K1	CO5

Cont...

5	10	What is the role of open-source ERP solutions in the market? a) To provide cost-effective alternatives to commercial ERP packages. b) To replace all commercial ERP systems. c) To offer limited functionality compared to commercial ERP packages. d) To be used only by small and medium-sized businesses.	K2	CO5
---	----	--	----	-----

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the critical success factors for a successful ERP implementation?.	K1	CO1
	(OR)			
	11.b.	Identify the role of integration in an ERP system and its benefits.		
2	12.a.	Explain the quantifiable and intangible benefits of implementing an ERP system.	K2	CO2
	(OR)			
	12.b.	Select the financial considerations involved in an ERP implementation project.		
3	13.a.	Explain the concept of Business Process Re-engineering (BPR) and its relationship to ERP.	K2	CO3
	(OR)			
	13.b.	Select the role of online analytical processing (OLAP) in business intelligence and ERP.		
4	14.a.	Categorize the various stages involved in the ERP implementation life cycle.	K3	CO4
	(OR)			
	14.b.	Explain the importance of thorough planning and analysis before ERP implementation.		
5	15.a.	Compare and contrast the features and functionalities of different ERP software packages.	K3	CO5
	(OR)			
	15.b.	List out the major players in the ERP market and their market share.		

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Organize the challenges and problems faced while implementing an ERP system.	K4	CO1
2	17	Discuss the various risks associated with ERP implementation and their potential impact.	K4	CO2
3	18	Elucidate the concept of Product Lifecycle Management (PLM) and its integration with ERP.	K4	CO3
4	19	Evaluate the critical factors to consider when evaluating ERP vendors.	K4	CO4
5	20	Identify the Merits and Demerits of open-source ERP solutions.	K4	CO5