PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BBA DEGREE EXAMINATION DECEMBER 2023
(Sixth Semester)
Branch – BUSINESS ADMINISTRATION (INFORMATION SYSTEM)
ENTERPRISE RESOURCE PLANNING

Time: Three Hours   Maximum: 75 Marks

SECTION-A (10 Marks)
Answer ALL questions
ALL questions carry EQUAL marks   (10 x 1 = 10)

1. ERP is combination of _____ and _____.
   (i) Technology, Assessment
   (ii) Assessment, Management
   (iii) Management, Technology
   (iv) Technology, Business process

2. In EPR information technology integrates with company's _____ to achieve its ultimate goal.
   (i) Business ethics
   (ii) Business processes
   (iii) Management
   (iv) Resources

3. _____ provides a more general and flexible foundation for the manipulation of information than models underlying traditional database management systems.
   (i) Business Intelligence Model
   (ii) Integrated Data Model
   (iii) EFT
   (iv) ERP system

4. The most important step of ERP implementation is _____ phase.
   (i) Installing.
   (ii) Training.
   (iii) Gap analysis.
   (iv) Testing.

5. An information system produces information using the _____ cycle.
   (i) Data analysis.
   (ii) Input-process-output.
   (iii) Input-output.
   (iv) Process-input-output.

6. _____ used to support the old process to become useful in the new process, involves reducing some requirements while expanding others.
   (i) Transitioning the information.
   (ii) Software management.
   (iii) Front-office software.
   (iv) Information system

7. In order to reduce the lead times, the organization should have an efficient _____ system.
   (i) Purchasing.
   (ii) Production planning.
   (iii) Inventory.
   (iv) Integrated inventory.

8. Customer specific products are also known as _____.
   (i) Make-to-stock.
   (ii) Make-to-order.
   (iii) Goods.
   (iv) Expected products.

9. Using _____ system, business can gain effective control over engineering change orders.
   (i) Engineering change control.
   (ii) Engineering change order.
   (iii) Inventory.
   (iv) Production planning.

10. _____ is the first phase in BPR.
    (i) Begin organizational change.
    (ii) Identifying bpr opportunities.
    (iii) Reengineering the process.
    (iv) Blueprint the new business system.

SECTION - B (35 Marks)
Answer ALL Questions
ALL Questions Carry EQUAL Marks   (5 x 7 = 35)

11. (a) Describe the Characteristics of ERP.
    (or)
    (b) Explain the reasons for growth of ERP.

12. (a) Classify the Components of ERP system.
    (or)
    (b) Compare with the ERP system Vs Traditional System.

13. (a) Summarise ERP integrated data model.
    (or)
    (b) Explain
        (i) Quality
        (ii) Human capital
        (iii) Finance

14. (a) Bring out business environment of ERP implementation.
    (or)
    (b) Outline of evaluation of ERP performance

15. (a) Describe the applications of ERP system.
    (or)
    (b) Compare the ERP system in Various Industries.

SECTION - C (30 Marks)
Answer any THREE Questions
ALL Questions Carry EQUAL Marks   (3 x 10 = 30)

16. Analyze the Evaluation of ERP and explain for need, dimension and benefits of ERP.

17. Enumerate the ERP Architecture and explain.

18. Differentiate between customer relationship management and supply chain management.

19. Discuss about the ERP package and top ERP vendors in end user.

20. Justify the adoption of ERP in large & SMI in India.

Z-Z-Z   END