

[4366]- 504

TYMCA (Engg. Faculty)
ENTERPRISE RESOURCE PLANNING
(Semester - V) (2008 Pattern) (710904)
MAY 2013 EXAMINATIONS

Time: 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Answers to the two sections should be written in separate answer books.
- 2) Neat diagrams must be drawn wherever necessary.
- 3) Figures to the right side indicate full marks.
- 4) Assume Suitable data if necessary.

SECTION I

- Q1) a) What is an Enterprise? Define ERP and explain benefits of ERP. [6]
b) Explain about various resources that ERP needs to manage for an organization. [6]
- OR**
- Q2) a) Briefly explain tangible and non-tangible benefits that ERP for organization. [6]
b) ERP is an integrated System. Explain the benefit of Integrated System. [6]
- Q3) a) Why users are reluctant towards the implementation of ERP system? How should one deal with such user resistance? [6]
b) Explain how the Organizational Departmental Culture affects ERP implementation. [6]

OR

- Q4) a) What is Change management? How it is one of the major challenges for ERP System? [6]
b) Explain the role of management in successful implementation of ERP. [6]
- Q5) a) Explain critical success factors (CSF) for ERP. What are the reasons for ERP failure? [6]
b) What are the ERP softwares available in the market? Compare any two of them. [5]

OR

- Q6) a) What are the major infrastructure requirements for implementation of ERP system for a bank providing financial services? [6]
b) Explain the steps in ERP implementation. What is to be done during post implementation phase? [5]

SECTION II

- Q7) a) Explain the importance of forming selection criteria for the ERP selection process. Explain the selection criteria for ERP software. [6]
- b) Compare the implementation ERP system with Off the Shelf and In-house developed ERP packages. [6]

OR

- Q8) a) Explain the Design and Customization Issues for ERP implementation. [6]
- b) Explain the concept of outsourcing the context of ERP. [6]

OR

- Q9) a) What is the difference between CRM and SCM systems? [6]
- b) Explain how ERP plays an important role in global business. [6]

OR

- Q10) a) What is Business Process Re-engineering (BPR) & its impact on ERP implementation? [6]
- b) What are the differences between domestic and global ERP implementation? Explain. [6]

- Q11) a) What are the typical ERP system modules? Explain any three of them. [6]
- b) Explain the functions, sub systems and features of the HR module. [5]

OR

- Q12) a) Explain the relationship among Production, Scheduling, Manufacturing, Sales & Marketing modules of ERP. [6]
- b) Explain the Finance and Production, Scheduling modules of ERP. [5]