

Enterprise Resource Management

Que 1: SAP Stands for

Marks :(1)

Ans: Systems Applications and Products

Que 2: DSS Stands for

Marks :(1)

Ans: Decision Support System

Que 3: What are ERP solution Providers/ERP Packages? Explain any three.

Marks :(3)

Ans: a) Oracle- Headquarters at Redwood shores, California, USA. It also provide Customer Relationship Management (CRM) software and Supply Chain management software(SCM).

b) SAP- Stands for Systems Applications and Products. It is German Company. They develop ERP solutions for both small and large organizations. It also provide Customer Relationship Management(CRM) , Supply Chain management(SCM) and Product Life Cycle Management(PLM) software etc.

c) Odoo- It is an open source ERP. It can be customized based the requirements of organization. It was formerly known as Open ERP.

d) Microsoft Dynamics- US company with headquarters at Redmond, Washington. Provides ERP package to midsized organization. It can be installed and used easily with good user interface. They also provide CRM software.

e) Tally ERP- Indian Company with head Quarters at Bangalore. Provide ERP solution for accounting, inventory and payroll.

Que 4: What is the Connection between ERP and BPR?

Marks :(3)

Ans: Before implementing ERP we need to conduct a BPR to determine the changes in the structure of business process. This helps to an enterprise to avoid unnecessary modules in ERP. But all BPR may not lead to the implementation of new ERP.

Que 5: What is Business Process Re-engineering (BPR) and Different phases ?

Marks :(5)

Ans: It is the analysis and redesign of workflow with in an enterprise. Re engineering may result in efficient time management, reduced cost, and effective utilization of resources.

Business Process consists of 3 elements:

Inputs-I/p data for Processing like Data, Materials etc.

Processing- A set of activities to produce an o/p

Outcome- The output of processing.

The different phases of BPR

- a). Identification of business process,
- b). Analysis of current business process
- c). Designing a revised process
- d). Implementing a revised process.

Que 6: What are the Functional Units of ERP?

Marks :(5)

Ans: Financial Module: This module collects financial data from various department and generate various reports like Balance sheet, Trial balance, General ledger etc.

Manufacturing Module: This module manages and provides information for the entire production process.

Production Planning Module: This module is used for the utilization of resources in an optimized way so as to Maximize the production and minimize the loss. Optimization means to use resources effectively for the production.

HR Module: HR module maintain an updated and complete employee details database which consists of information like personal details, salary details, attendance and promotion.

Inventory Control module: This Module manages the stock requirement for an organization.

Purchasing Module: This module is responsible for the availability of raw material in the right time at the right price. This module generates purchase orders for the suppliers, billing etc.

Marketing Module: This module is used for monitoring customer orders, increasing customer satisfaction, eliminating credit risks etc...

Sales and Distribution Module: This module manages the sales and distribution activities. This module includes inquiries, order placement etc.. This module integrates with e-commerce web site.

Quality Management Module: This Module deals with Inspection and Quality Control. Quality Planning, Quality

Que 7: What is the use of Enterprise Resource Planning (ERP) ?

Marks :(3)

Ans: In some enterprises the information produced in one department may not be available to other departments ie, there is no communication between department. For better efficiency each department must communicate to other depts.. ERP combines all the requirements of a company and integrated to a central database so that various departments can share information

Que 8: What is an Enterprise?

Marks :(2)

Ans: An Enterprise is a group of people and other resources working together to achieve a common goal. An Enterprise consists of different departments with their own

duties and responsibilities(Eg. Marketing, Sales, Finance etc.) and different types of resources (Eg. Money, Manpower, and Machinery etc).

Que 9: Briefly discuss the various phases of ERP implementation in an organisation

Marks :(5)

Ans: There are different steps for the implementation of ERP and they are

1.Pre evaluation screening – By selecting appropriate modules from those available in the market, we can limit the number of modules to be evaluated.

2.Package Selection- An ERP system needs huge investments, once a package is selected, it is not easy to switch on to another package. So the package selection will decide the success and failure of the project.

3.Project Planning- In this stage the implementation of process is planned and designed. The time schedule, roles and responsibilities of various persons etc are identified and assigned.

4.Gap Analysis- There is not a single complete ERP package available for meeting all the requirements of an organization. Even the best ERP can meet 80% of needs of an organization. So the Gap should be analysed and considered for the following phases.

5.Business Process Re-engineering(BPR)- Re-engineering may result in efficient time management, reduced cost, and effective utilization of resources. It is the analysis and redesign of workflow with in an enterprise.

6.Installation and Configuration- This is the main functional phase of ERP. Before installing a new ERP package, the whole process of the enterprise should be analyzed in detail. Instead of replacing the old system with new ERP system, a prototype of

7.Implementation and Team Training- This is the phase where the company trains its employees to implement and works on the system. The company should select appropriate employees with right attitude, willingness to change and learn new things and who are not afraid of technology.

8. System Testing- The software is tested to ensure that it works properly

9. Going live- This is the phase where ERP is made available to the entire organization. After Configuring, Testing and Removing errors, the system become live to perform its operations.

10.End User Training-This is the phase where the actual users of the ERP system need to be trained. The employees need to be trained based on their skills to use the new system.

11.Post Implementation- This the phase where we checked whether the objectives set for the ERP system has met.

Que 10: It is always advisable to implement ERP system in firms:

a. List and briefly explain the various functional units of ERP

b. Write the need for implementing ERP system in a firm **Marks :(5)**

Ans: a. Financial Module: This module collects financial data from various department and generate various reports like Balance sheet, Trial balance, General ledger etc.
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Marketing Module: This module is used for monitoring customer orders, increasing customer satisfaction, eliminating credit risks etc...

Sales and Distribution Module: This module manages the sales and distribution activities. This module includes inquiries, order placement etc. This module integrates with e-commerce web site.

Quality Management Module: This Module deals with Inspection and Quality Control. Quality Planning, Quality Inspection and Quality Control.

b. In some enterprises the information produced in one department may not be available to other departments ie, there is no communication between department. For better efficiency each department must communicate to other depts.. ERP combines all the requirements of a company and integrated to a central database so that various departments can share information

Que 11: Implementing ERP system in an enterprise has many benefits and a few risks.

a. List and explain any three advantages

b. Discuss any two risks **Marks :(5)**

Ans: Advantages

Better Customer Satisfaction: Customer satisfaction means meeting the maximum Customer's requirements for a product or a service. With the introduction of web-based ERP, a customer can place orders and make payments from home.

Provides Accurate Information: -ERP software can provide accurate information to customers than that of manual systems.

Decision Making Capability:- Accurate and relevant information helps to make better decisions for a system.

Risk

1. High Cost: -The cost of Implementation of ERP is high. The cost of various modules and license fees are high. In addition to this the IT infrastructure, upgrading of network etc are the indirect costs related to ERP. For a small system it may not be affordable.

2. Time Consuming: -ERP Implementation process is time consuming. it may take months to years for the complete installation of ERP.

Que 12: It is a good practice for organisation to implement ERP system.

a. Write any two advantages of ERP system

b. Write the various phases in implementing ERP system.

Marks :(5)

Ans: A.

Better Customer Satisfaction: Customer satisfaction means meeting the maximum Customer's requirements for a product or a service. With the introduction of web based ERP, a customer can place orders and make payments from home.

Provides Accurate Information:-ERP software can provide accurate information to customers than that of manual systems.

Decision Making Capability:- Accurate and relevant information helps to make better decisions for a system.

Increased Flexibility:-ERP system can adapt new changes easily.

Information Integrity:- The entire information about enterprise is stored in central database which can be visible to all departments.

B.

The different phases in ERP implementation are

- Pre evaluation screening
- Project planning
- Gap analysis
- Business Process Reengineering
- Installation and Configuration
- Implementation and team training
- Testing
- Going live
- End user training
- Post implementation.

Que 13: Consider the following cases and suggest suitable ERP related technologies

- a. To increase the quality of a product and to increase the marketing opportunities**
 - b. To help the users in making wise decisions while purchasing products**
 - c. To manage properly all the activities in relation with movement of goods from supplier to customer.**
- Marks :(3)**

Ans: a. Identification of PLM

b. Identification of DSS

c. Identification SCM

Que 14: In certain organisations there are some systems which provide complete support in decision making. It uses a database also for storing details.

- a. Identify the name of such a system**
 - b. Write a short note on the above system**
- Marks :(3)**

Ans: a. Identification of DSS

b. It is a computer program that analysis business data and present it so that users can make business decisions more easily. It provides information in the form of various reports with the help of DBMS.

Que 15: There are system in organisation which can manage the whole life of a product

- a. Identify the name of such a system**
 - b. Write a short note on the above system**
- Marks :(3)**

Ans: a. Identification of PLM

b. PLM is the process of managing the entire life cycle of a product. A product has 4 stages, It's introduction, It's Growth in the market, It's Maturity and It's decline. To create a new product the company must understand its customer, market and competitors. PLM used for increasing quality of product, increasing marketing opportunities, and for use of latest technology.

Que 16: In an organisation, all the activities related to moving of goods from the supplier to the customer are managed by a system.

- a. Identify the name of such a system**
 - b. Write a short note on the above system**
- Marks :(3)**

Ans: a. Identification of SCM

b. It consists of all activities associated with moving goods from the supplier to the customer. It begin with collecting raw material and ends with delivering goods to

customer. SCM aim to fast delivery of goods to customers thus increase the customer satisfaction.

Que 17: The details of all customers in an organisation and their relationship with the organisation are gathered by a system.

a. Identify the name of such a system

b. Write a short note about it

Marks :(3)

Ans: a. Identification of CRM

b. Customers are the most important part of any enterprise. The success of an enterprise depends on good relationship with customers. CRM is a term that covers the policies used by the enterprise to manage their relationship with customers. It includes capture, storage and analysis of customer information

Que 18: Briefly explain the benefits of ERP system implemented in an organisation

Marks :(3)

Ans: 1) Improved resource utilization

2) Better customer satisfaction

3) Provides accurate information

4) Decision making capability

5) Increased flexibility

6) Information integrity

Que 19: Implementation of ERP package in an organization has some risks. Briefly comment upon this statement

Marks :(2)

Ans: 1) High cost

2) Time consuming

3) Requirement of additional trained staff

4) Operational and maintenance issue

Que 20: Write the need for implementing ERP in an Organization **Marks :(2)**

Ans: 1) Improved resource utilization

2) Better customer satisfaction

3) Provides accurate information

4) Decision making capability

Que 21: Briefly describe the relation between ERP and BPR **Marks :(2)**

Ans: Before implementing ERP we need to conduct a BPR to determine the changes in the structure of business process. This helps to an enterprise to avoid unnecessary modules in ERP. But all BPR may not lead to the implementation of new ERP

Que 22: Which module of an enterprise contains complete employee database attendance, performance etc.? **Marks :(1)**

Ans: HR(Human Resource)Module

Que 23: Identify the phase in ERP implementation where the validity of the output is determined with sample data **Marks :(1)**

Ans: System testing

Que 24: The information system that collects, stores and distributes information from an organization is called.... **Marks :(1)**

Ans: MIS(Management Information System)

Que 25: Pick the odd one out and state the reason

(SAP, Oracle, Odoo) **Marks :(1)**

Ans: Odoo which is an open source ERP

Que 26: Which of the following is done when the selected ERP package and the actual requirement of the firm are not matching? **Marks :(1)**

a. System testing b. Gap Analysis C Going Live d. Pre evaluation Training

Ans: Gap Analysis

Que 27: Rethinking and redesigning of the entire business process is called **Marks :(1)**

Ans: BPR

Que 28: Group of people and other resources working together to achieve a common goal is known as..... **Marks :(1)**

Ans: Enterprise