

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA SEM-I Examination- Jan.-2012

Subject code: 2610002**Date: 03/01/2012****Subject Name: Enterprise Resource Planning (ERP)****Time: 10.30 am-1.00 pm****Total marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q1. (a) Explain the following definitions in one or two sentences: 07

1. MRP II
2. EOQ
3. EHS
4. SFA
5. APS
6. PLM
7. BOM

Q1. (b) Answer the following: 07

1. Comment on “ERP means More Work and Procedures”
2. Comment on “ERP will Make Many Employees Redundant and Jobless”
3. Mention two tangible (Quantifiable) benefits of an ERP system.
4. Mention the four parameters based on which vendor evaluation is done.
5. Mention two KPIs for inventory management
6. Mention two KPIs for recruitment management
7. Mention the three documents involved in invoice matching.

Q2. (a) Mention all the six phases of ERP implementation life cycle and list at least three Deliverables in each phase. 07

(b) Explain the term reengineering in BPR. Briefly explain at least five principles based on which processes are redesigned. 07

OR

(b) What is Data Warehousing? Briefly explain the important characteristics and Components of Data Warehousing. 07

Q3. (a) Mention the three segments into which “Petroleum, Oil and Gas industry” can be divided. Mention five special requirements and expectations of this industry from ERP software packages. 07

(b) Explain briefly 7 different reasons for failure of any ERP implementation. 07

OR

- Q3. (a) Mention seven specific requirements and expectations of healthcare sector from ERP software packages. 07
- (b) Mention and briefly explain different functional modules in HCM (HRM) solution of an ERP. 07

- Q4. (a) Explain accounts receivable system in an ERP along with its linkages with other modules and how it helps in improving the cash flows in the organization. 07
- (b) Explain functionality supported in Goods Receipt transaction in an ERP system. 07

OR

- Q4. (a) Explain the concept of Perfect Order and mention the list of problems that can occur in sales order fulfillment. 07
- (b) Explain the steps involved in Quality Management process in procurement and receipt of materials from vendors. 07

- Q5. (a) Explain functionalities of Talent /Performance Management sub-system in HRM. 07
- (b) Define and explain CRM. Mention all the functions of CRM. 07

OR

- Q5. (a) List various steps in Procurement Cycle and explain what support ERP provides in each step to make the process more efficient. 07
- (b) List and comment on common ERP myths (at least seven). 07
