



MBA.F.IV/11.400

M.B.A. (F.T) DEGREE IV SEMESTER EXAMINATION MAY 2011

SMS 2402 ENTERPRISE RESOURCE PLANNING

Time : 3 Hours

Maximum Marks : 50

(All questions carry EQUAL marks)

- (5 x 10=50)
- I. A. ERP is a software architecture whose purpose is to facilitate the flow of information between all business functions inside the boundaries of the organization and manage the connections to outside stakeholders. Discuss.
- OR**
- B. From MRP to MRP II to ERP, there is a long journey with significant dichotomous and discontinuous innovations. Discuss.
- II. A. ERP II, as a next generation of ERP software, web-based and allowing both employees and external resources (such as suppliers and customers) real-time access to the system's data, can do well in SCM. Discuss.
- OR**
- B. Bring out the nexus among ERP, CRM and SCM.
- III. A. When implementing an ERP system, organizations can choose between (i) customizing the software and (ii) modifying their business processes to the "best practice" function delivered in the "out-of-the-box" version of the software. Discuss.
- OR**
- B. How do you proceed after 'post-implementation of ERP'? What lessons are learnt? What efforts are needed to learn new lessons?
- IV. A. ERP implementation is considerably more difficult (and organizational-politics charged) in organizations structured into nearly independent business units, each responsible for their own profit and loss, because they will each have different processes, business rules, data semantics, authorization hierarchies and decision centers. Elucidate.
- OR**
- B. Examine the issues in "Core system-Customization Vs. Configuration".
- V. A. What do you understand by technical architecture of ERP system? Explain the dimensions and domain of the same.
- OR**
- B. WebEDI enables businesses to transform data into EDI format, receive, turn around, create and manage and transmit electronic documents seamlessly. Discuss.
