



MBA.F.IV/10.44

M.B.A. DEGREE (F.T) IV SEMESTER EXAMINATION, MAY 2010

SMS 2404 ENTERPRISE RESOURCE PLANNING

Time : 3 Hours

Maximum Marks : 50

(All questions carry EQUAL marks)

(5 x 10 = 50)

- I. A. What is MRP? Illustrate the workings of MRP with an example.
 OR
 B. Give the conceptual framework of ERP and explain its components.
- II. A. Discuss the implementation steps of ERP.
 OR
 B. Discuss the steps of BPR with a suitable example.
- III. A. What are the business modules of ERP package? Explain them in brief.
 OR
 B. List different ERP packages. Also compare and contrast them.
- IV. A. Discuss the role of distributed computing in ERP.
 OR
 B. Give the technical architecture of ERP systems and explain it.
- V. A. What is CRM? Explain its framework.
 OR
 B. Give the models of E-business and explain any one of them in detail.
