



MBA(C).IV/05.15.0517

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B

M.B.A. (FT)/M.B.A. (IB) DEGREE IV SEMESTER EXAMINATION MAY 2015

SMS 2405/SMI 2406 ENTERPRISE RESOURCE PLANNING
(Regular)

Time: 3 Hours

Maximum Marks: 50

PART A

(Answer *ALL* questions)

(5 × 2 = 10)

1. What is critical success factor?
2. What is bill of materials?
3. What is data mining?
4. What is BI?
5. What is CRM?

PART B

(Answer *ANY FIVE* questions)

(5 × 4 = 20)

6. List the benefits of ERP.
7. What is BPR? Explain its applications.
8. What is business process modeling?
9. What is client server system? Explain its use in ERP.
10. What is SCM? Explain its integration with ERP.
11. Discuss the role of ERP in international business.
12. Discuss the implementation obstacles of ERP.

PART C

(Answer *ANY TWO* questions)

(2 × 10 = 20)

13. List and explain the steps of BPR.
14. Give the integrated framework of supply chain management.
15. What is business intelligence? List and explain the elements of BI.