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**K 4538**

M.B.A. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2007.

*Elective*

BA 1742 — ENTERPRISE RESOURCE PLANNING FOR MANAGEMENT

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Name any two factors that are critical for the success of the Enterprise resource Planning (ERP) Implementation.
2. What are the direct benefits of ERP system?
3. Name any two important points that has to be kept in mind while evaluating ERP software.
4. State the feature of people soft software.
5. What is Business Process Reengineering?
6. How is Business Process Reengineering connected to ERP?
7. State the members of IS Team.
8. List the components of ERP Infrastructure planning.
9. How do you measure the degree of customer satisfaction?
10. What are the quality related costs?

PART B — (5 × 16 = 80 marks)

11. (a) Explain with a block diagram how information system is integrated with an organisation using the ERP system.

Or

- (b) State the tangible and intangible benefits of ERP. Discuss the three significant limitations of ERP and explain about the technologies that help to overcome these limitations.
12. (a) Discuss the implementation issues, hardware, software requirements and benefits in implementing the ERP software in a leading freight forwarding company. The company needed to standardise and streamline its accounting and human resource processes throughout all its operations worldwide, in order to achieve cutting edge business flexibility and customer service.

Or

- (b) A leading retail chain store is interested to deliver the products through web e-commerce to their customers. Discuss the merits of different ERP software such as SAP, Baan, Oracle and People soft which suits the need of retail chain stores.
13. (a) Explain the five keys to a successful redesign and four ways to fail as stated in the article entitled 'How to make reengineering really work' published in Harvard Business Review.

Or

- (b) Discuss in detail the various steps involved in developing an integrated data model. Explain its relationship with the real world.
14. (a) Draw the organisational chart of a typical implementation team and explain the role and functions of the individual team.

Or

- (b) List some of the factors that have to be considered while executing a contract with an ERP vendor and with an ERP consultant.
15. (a) Enumerate ABCD checklist frame work with a case study.

Or

- (b) Discuss in detail the enterprise benefits, financial benefits, shop floor benefits in implementing Baan at an aluminum company.