Business Functions => Sales and marketing, Production, Materials management, Human resource, Accounting and finance, Quality control

types of business processes => Management Processes, Operational, Supporting Characteristics of information => Accuracy, Relevance, Timeliness, Completeness

Types of information => Strategic Information, Tactical, Operational

Components of an information system => People =( IS Specialists, End Users), Hardware Resources, Software Resources, Data, Network, Information

Different Types of Information Systems => Executive Support System, (ESS),, Decision Support System(DSS), Knowledge Management System (KMS), Transaction Processing System (TPS), Office Automation System (OFS)

Ideal Business Model components => Value Proposition, Market Segment, Product Differentiation, Pricin, Revenue, Competitive Strategy, Distribution/delivery

2

Benefits of an ERP System => Reduction in lead time, On-time shipment, Reduction in cycle time, Better customer satisfaction, Improved supplier performance, Increased flexibility, Reduction in quality costs, Improved resource utility, Information accuracy and improved decision-making capability

Reasons for the Growth of ERP Market => Globalisation, Advancement in technology, Increased Focus on High Efficiency

Reasons for the Failure of ERP Implementation => Lack of Top Management Support, Improper Planning and Budgeting, Selection of an Inappropriate ERP System, Lack of Training, Ineffective Work Culture of an Organisation, Ineffective Communication

3

Nature of MIS => System Approach, Technical Concept, Interdisciplinary Concept

Role of MIS => Deal with business complexities, Survive in stiff competition, Perform managerial functions effectively, Adapt to changes

Characteristics of DSS => Interactive System, Logical Tool, Integrated System

On-Line Analytical Processing (OLAP) characteristics => Fast, Analysis, Shared, Multi-dimensional, Information

security issues of ERP => Network Security Issues, Role and Authorisation, Data Security,

4

criteria for selecting an ERP system => Financial Consideration, Net Present Value (NPV) Method, Budgetary Constraint Method, Management Consideration, Development Consideration

ERP software selection criteria => Regarding product’s functionality, Regarding product’s cost, Regarding the vendor’s corporate vision, Regarding service and support, Regarding technology and system architecture, Regarding vendor’s longevity

Improper ERP system selection (common mistakes made by organisations) => Incomplete Set of Requirements, Overdependence on Vendor’s Demonstrations, Overemphasis on System Cost, Selection Bias, Lack of focus on product and its functionality

Proper ERP system selection methodology => Structured Approach, Focused Demonstrations, Involvement of all Employees

ERP Selection Process => Assessing business requirements, Appointing a selection team =( Executive Sponsor, Project Manager, Analysing business processes and resource constraints), Deciding the vendor selection criteria, Selecting a vendor, Selecting the ERP system

Features and functionalities of an ERP system => Customisation, Real-Time Processing, Adaptability, User Friendliness, Cost, Flexibility in Execution, Aftersales Support, Backup System, Reporting and Analysis Features, Vendor Credentials, Integration with other Software/Applications, Internet Integration

Vendor selection process => Identifying a good reseller, Issuing a Request for Proposal (RFP), Conducting demonstrations, Making call references, Determining the Total Cost of Ownership (TCO), Carrying out a pilot test

ERP Implementation Lifecycle => Pre-evaluation screening, Package evaluation, Project planning, Gap analysis, Re-engineering, Configuration, Implementation team training, Testing, Going live, End-user training, Post-implementation

Factors for the Success of ERP Implementation => Identification of organisational requirements, Estimation of Return on Investment (ROI), Top management support, Proper planning, Well-designed communication plan

5

sub-submodules financial module of an ERP => Financial Accounting,Investment Management,Financial Controlling,Funds Management

sub-modules of the manufacturing module => Material and capacity planning,Shop floor control,Quality management,JIT/repetitive manufacturing,Cost management,Engineering data management,Engineering change control,Configuration management,Serialisation/lot control,Tooling

Plant Maintenance sub-modules => Preventive maintenance control,Equipment tracking,Component tracking,Plant maintenance and calibration tracking,Plant maintenance warranty claims tracking

Functions of quality management module => Quality Planning,Quality Monitoring,Quality Control

Materials Management sub-modules => Pre-purchasing,Purchasing,Vendor evaluation,Inventory management,Invoice verification and material inspection

6

key benefits of an MRP system => Maintaining an Adequate Level of Inventory,Maintaining an Economic Ordering of Lot Size,Planning and Scheduling Purchasing Activities,Planning Production Activities,Making Efficient Allocation of Resources

inputs of an MRP system => Master Production Schedule (MPS),Bill of Material (BOM),Inventory records,Closed-loop MRP,Manufacturing Resource Planning-II (MRP-II) =(Sales and Marketing Department,Finance,Production)

Benefits of JIT => Reduced Warehouse Costs,Better Supply Chain Management,High Customer Satisfaction

Product Data Management (PDM) activity => Data management =(Classification of Components,Classification of Documents), Process management =(Work Management,Workflow,Work History)

Benefits of PDM => Reduced Time to Market,Increased Productivity,Improved Product Design and Manufacturing Accuracy,Better Use of Creative Team Skills

Manufacturing Operations => Make-to-Order (MTO) and Make-to-Stock (MTS),Assemble-to-Order (ATO),Engineer-to-Order (ETO),Configure-to-Order (CTO)

7

Features of ERP purchase module => Database Management System,Flexibility,Integrated Approach,Automation

ERP Purchase System => Purchase Requisition,Purchase Requisition Review,Order Placement,Material Receipt and Inspection,Order Acceptance/Return,Invoicing,Record Keeping and Report Generation

8

Different Sub-Modules of the Sales and Distribution Module => Master data management,Order management =(Sales Order Management,Purchase Order Management),Warehouse management =(Inventory Planning,Inventory Handling,Inventory Reporting,Inventory Analysis),Shipping and transportation,Billing and sales support,Foreign trade

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ERP Inventory Management Module (functions) => Material Requisition Management,Inventory Release Details,Particulars of Stock Receipt,Record of Internal Material Transfers,Inspection of Inventoried Stock of Material

Sub-Modules of Inventory Management Module => Inventory Requisition,Inventory Order Assessment,Inventory Order Placement,Supplier Performa,Order Receipt and Inspection,Invoicing

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Components of CRM => Software,Processes,Users,Hardware

Types of CRM => Operational CRM =(Sales Force Automation (SFA),Enterprise Marketing Automation (EMA),Customer Service and Support (CSS)),Analytical CRM,Sales intelligence CRM,Collaborative CRM

Sub-Modules of CRM => Marketing module,Service module,Sales module

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Functions of human resource management module => Payroll Management,Benefits Administration,Employee Data Management,Recruitment,Training and Development,Employee Self-Assistance

Benefits of human resource management module => Employee Portal,Self-Service Portal,Security Portal,Career Portal

Sub-Modules of the Human Resource Module => Personnel management =(Personnel Administration,Employee Master Data Management,Recruitment,Travel Management,Benefits Administration,Salary Administration),Organisational management,Payroll management,Time management,Personnel development

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Accounting and Finance Processes => Cash management,Capital budgeting

Features of ERP Financial Module => Integration of Financial System,General Ledger Module,Effective Security Features,Multi-Currency System,Multiple Payment Options

Sage Accpac ERP sub-modules => General Ledger,Accounts Payable,Accounts Receivable,Reporting and Analysis,Budgeting

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Types of consultants => Management Consultants,Application,Technical

reasons for employee resistance => Fear of Being Dismissed,Fear of Failure,Fear of Losing Power,Passive Attitude Towards Change

Dealing with employee resistance => Addressing Employee Issues,Providing Proper Training and Knowledge,Conducting Pilot Programmes,Encouraging Employee Participation,Managing Employee Expectations

Role of Top Management => Responsibilities with Respect to the ERP Project,Responsibilities with Respect to the ERP Implementation Process,Responsibilities with Respect to Employees Involved in ERP

Implementation

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SAP R/3 modules => Financial Accounting,Controlling,Investment Management,Production Planning,Materials Management,Plant Maintenance and Service Management,Project System,Human Resources Management

SAP advantage => Functionality,User Friendliness,Customisation,Flexible Structure,Real-Time Information

Baan Company Three-I => Integrity,Innovation,Initiative

Baan ERP modules => Manufacturing Module,Finance,Project,Distribution

Oracle Application => Oracle Financials,Oracle Projects,Human Resources,Manufacturing,Supply Chain,Front Office

popular products of SSA => Business Planning Control System (BPCS),Business Performance Management (BPM),Customer Relationship Management (CRM),Financial Management (FM),Human Resource Management (HRM),Product Lifecycle Management (PLM),Supply Chain Management (SCM),Supplier Relationship Management (SRM)

BPCS application suite => Finance,Planning,Distribution,Manufacturing

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