



**MAULANA ABUL KALAM AZAD UNIVERSITY OF  
TECHNOLOGY, WEST BENGAL**

**Paper Code : CS-604C**

**ERP**

**Time Allotted: 3 Hours**

**Full Marks: 70**

*The figures in the margin indicate full marks.  
Candidates are required to give their answers in their own words  
as far as practicable.*

**Group – A**

**(Multiple Choice Type Questions)**

1. Choose the correct alternative for the following:

1×10=10

(i) Which of the following people are involved in the implementation of the ERP system?

- (a) Management (b) Employees  
(c) Vendors and consultants (d) All of these

(ii) Which of the following is the expansion of ERP?

- (a) Enterprise Resource Planning (b) Emergency Resource Planning  
(c) Executive response procedure (d) None of these

(iii) Which of the following things should be done by an organization to become competitive?

- (a) Deliver high-quality products on time  
(b) Deliver high-quality products as quickly as possible  
(c) Deliver high-quality products at the best possible price  
(d) All of the above

(iv) Which of the following is a people issue of ERP project implementation?

- (a) Change Management (b) Training  
(c) Employee resistance (d) All of these

**Turn Over**

- (v) Which is not a manufacturing method?
- (a) Made-to order (b) Made-to-stock  
(c) Made-to-forecast (d) Engineer-to-order
- (vi) Which of the following is a benefit of ERP system?
- (a) Reduction in inventory cost (b) Improved customer satisfaction  
(c) Reduction in cycle time (d) All of these
- (vii) Which of the following is not an ERP implementation life cycle phase?
- (a) Package selection (b) Customization  
(c) Re-engineering (d) Recruitment
- (viii) ROI stands for \_\_\_\_.
- (a) Return on Investment (b) Repeatable Operational Incidents  
(c) Regular Official Instructions (d) None of the above
- (ix) Which of the following is not an executive committee member?
- (a) CEO  
(b) CIO  
(c) Project Manager  
(d) Employee representative
- (x) Which of the following are the features new to ERP-II?
- (a) Project Management (b) Workflow Management  
(c) Internet and www integration (d) None of these

**Group – B**

**(Short Answer Type Questions)**

Answer any three of the following:

5×3=15

2. What are the best practice business processes and what do they deliver? 3+2=5
3. What is the difference between tangible and intangible benefits of ERP? Name a few intangible benefit of system. http://www.makaut.com
4. What do you mean by ERP bolt-con's and middle ware? 3+2=5

5. What is the difference between OIAP and OLTP?
6. How is ERP different from MRP-II? What do you mean by BOM? 3+2=5

**Group – C**

**(Long Answer Type Questions)**

Answer any three of the following: 15×3=45

7. What does GAP analysis before process reengineering represents in an ERP implementation? Also give various steps in GAP analysis. 7+8=15
8. Discuss various modules of ERP system with suitable example. State tangible and intangible benefits of ERP systems. 7+8=15
9. Explain how BPR enables the concept of change management in an organization. Identify the role of IT in facilitating process reengineering effort. 7+8=15
10. "Data Warehouse provides organization with memory whereas data mining makes it intelligent"—Describe this statement. Also explain the role of two in a business enterprise. 7+8=15
11. "Phased roll out of ERP application is a safer alternative to big bang implementation"—Justify the validity of the statement in reference to ERP implementation in a large corporation. Also indicate the pros and cons of the both approaches. 7+8=15

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