**WEEK 2 QUIZ**

**1) A business process in the \_\_\_\_\_\_\_\_ function is producing bills of material.**

A) finance and accounting

B) human resources

C) manufacturing and production

D) research and development

E) sales and marketing

**2)** **The \_\_\_\_\_\_\_\_ function is responsible for identifying customers.**

A) finance and accounting

B) human resources

C) manufacturing and production

D) sales and marketing – page 72

E) distribution and logistics

**3) If your main supplier was late in delivering goods, which type of system would you use**

**to update your production schedule?**

A) ESS

B) TPS

C) MIS

D) DSS - Page – 77 - Although DSS use internal information from TPS and MIS, they often bring in information from external sources, such as current stock prices or product prices of competitors. T

**4) A \_\_\_\_\_\_\_\_ is typically a major source of data for other systems.**

A) transaction processing system

B) management information system

C) executive support system

D) decision-support system

E) knowledge management system

**5) You would use a(n) \_\_\_\_\_\_\_\_ in order to determine which of your suppliers has the best**

**and worst records for keeping to your production schedule?**

A) MIS

B) TPS

C) UPS

D) DSS

E) CRM

**6) Which level of the organization are ESS specifically designed to serve?**

A) operational

B) end-user

C) middle management

D) senior management

E) knowledge workers

**7) Which of the following is a highly structured decision?**

A) creating a new product

B) estimating the effect of changing costs of supply materials

C) calculating the best trucking routes for product delivery

D) granting credit to a customer

E) forecasting new industry trends

**8) What is the most important function of an enterprise application?**

A) increasing speed of communicating

B) enabling business functions and departments to share information

C) enabling a company to work collaboratively with customers and suppliers

D) enabling cost-effective e-business processes

E) enabling inventory and supply chain management

**9) \_\_\_\_\_\_\_\_ systems are also known as enterprise systems.**

A) Resource planning

B) Enterprise resource planning

C) Enterprise support

D) Management information

E) Decision-support

**10) \_\_\_\_\_\_\_\_ enable management to make better decisions regarding organizing and**

**scheduling sourcing, production, and distribution.**

A) SCMs

B) TPSs

C) KMSs

D) ERPs

E) MISs

**11) To consolidate the relevant knowledge and experience in the firm and make it available**

**to improve business processes and management decision making, you would use a(n)**

A) TPS.

B) extranet.

C) KMS.

D) CRM.

E) MIS.