Name: Kazi Jawwad A Rahim **Roll No: 28**

Q.1.   List out the various ERP system packages available in market. Which one occupies the top most position and why?

ANS. ERP system packages-

1. Microsoft Dynamics 365	2. Oodoo	3. Brokermint
4. ERPAG	5. NetSuite	6. SAP Business ByDesign
7. Oracle JD Edwards	And so on.	

Out of these **Microsoft Dynamics** 365 occupies top most position because it combines powerful servicing, sales and marketing tools to give you a clear view of all your contacts: from initial contact to post-sale support. Also, it earns customers for life, develop smart processes, office 365 integration, manage any process, get actionable insights, can do business anywhere, flexible pricing, can safeguard your data and unify your data and provides regular updates.

Q.2.   What is the impact of Internet and World Wide Web on ERP products? How do you integrate ERP and Internet?

ANS. In an Internet of Things-enabled world in which products communicate directly with the ERP system, this connection between ERP systems and customers and suppliers is becoming closer. This results in reduced waste and errors, a more profitable business partnership, and a leaner overall supply chain. We can integrate ERP with the internet by providing proper connectivity and usability to trigger various modules when the order is placed by the user. We can use middleware as the order processing system, payment gateway, order tracking system and order delivery logistics.

Q.3.   Compare different methodology for selecting suitable platform for ERP.

ANS. ERP selection methodologies:

Structured approach- Everyone needs to understand the method of gathering requirements, invitation to tender, how potential vendors will be selected, the format of demonstrations and the process for selecting the vendor. Thus, each stakeholder is aware that the decision will be made on an objective and collective basis and this will always lead to a high level of co-operation within the process.

Focused demonstrations: It is imperative that vendors are treated equally in requests for demonstrations and it is incumbent on the company to identify sufficient demonstrations that will allow a proper decision to be made but will also ensure that vendors do not opt out of the selection process due to the extent of preparation required.

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Objective decision process: There are two key points to note when the major decision makers are agreeing on selection criteria that will be used in evaluating potential vendors. Firstly, the criteria and the scoring system must be agreed in advance prior to viewing any potential systems. The criteria must be wide-ranging and decided upon by as many objective people as possible within and external to the enterprise. In no circumstance should people with affiliations to one or more systems be allowed to advise in this regard.

Full involvement by all personnel: The decision on the system must be made by all stakeholders within the enterprise. "It requires top management leadership and participation… it involves virtually every department within the company".

Q.4.   List any three ERP implementation strategies and explain it in detail.

ANS.   ERP implementation strategies-

1. Project Drivers: For any ERP project success, it is necessary to look at reason for ERP implementation. They take care of organizational demands. They should mention the clear reason as well as who are the ERP project stakeholders. After this we can move on to project management phase.

2. Project Management: It is planning, scheduling, organizing and resourcing that will describe commencement & end of ERP fulfillment. The project management organizes project team requirement to maintain project on track. Project management offers process to monitor, derive solution and stay on track with implementation.

3. Project Resources: They are fundamental elements that will execute the ERP. They can be inhouse subject experts or external resources such as consultant, contractors or vendors. These resources will contribute to assess risk factors that could hamper speed of ERP implementation.

Q.5.   List and explain some functions of Quality management business modules in ERP package.

ANS.   In the area of production, quality assurance is no longer viewed in terms of inspection and the elimination of defects alone. Instead, the production process itself becomes focus of attention. The integration of quality management in the ERP systems provide considerable advantages because only an integrated system can support all of the elements of a quality management system according to international standard. It supports fulfill functions like-

1. Quality planning (management of basic data for quality planning and inspection planning, material specifications, inspection planning)

2. Quality inspection (trigger inspections, inspection processing with inspection plan selection and sample selection, print shop papers for sampling, record results and defects, make the usage decision, and trigger the follow up actions)

3. Quality control (dynamic sample determination on the basis of the quality level history, application of statistical process control techniques using quality control charts, quality scores for the inspection lot, quality notifications for processing internal or external problems and initiating corrective actions to correct the problems, inspection lot processing and problem processing, quality management information system for inspections and inspection results and quality notification) Computer –integrated Quality management (CIQ) has following functions.

4. Materials management (purchasing, inventory management, warehouse management, material requirement planning)

5. Production (work scheduling, shop floor control)

6. Sales and distribution (delivery, creation of quality certificates)

Q.6.　　Discuss the importance of Post-implementation of phase of ERP implementation. How is it carried out?

ANS.　Importance of post-implementation- Once the implementation is over the vendors and hired consultants will go. There should be enough employees who are trained to handle the problems that might crop up. There should be people within the company who have the technical prowess to make the necessary enhancements to the system as and when required. The system must be upgraded as and when new versions or new technologies are introduced. Here, the organization should think in terms of the incremental benefits of the enhancements because with any upgrade or enhancements.