* **Solve the following questions. Each question carries 5 Marks.**
* Justify your answer with a case-study / example wherever applicable..

1. What is Bill of Material? Explain with the help of an appropriate example.
2. What is MRP and what type of Infromation it stores ? Give a suitable example.
3. What are the different features of ERP ? How ERP can benefit an enterprise ? You are required to ellaborate this with the help of real word case-study of any business organization using ERP.
4. 'End-user training said to be critical for the success of the ERP implementation'. Justify this statement with the help of a real world case-study / example.
5. What is PDM and how does it improve the competitiveness of a business / enterprise?
6. Explain Business model and integrated model with help of an example.
7. Select any one Business/Industry sector/domain and write 4 critical business processes of that sector, apply phases of business process engineering in**any one** of those 4 critical processes.
8. Explain the difference between a business function and business process with an example.
9. Explain up-selling and cross-selling with examples.
10. ITM is a company specializing in network implementation and management. It provides networking services to mid-sized companies, which do not have an internal networking analyst or IT manager.These organizations include real estate companies, law offices, medical practices, architectural /engineering firms, construction companies, business services providers, country clubs, community organizations, and churches.ITM uses a legacy accounting system to handle its financial accounting and financial management functions.It has added on a billing package for client services. The next step is to obtain a CRM capability to manage information about current and prospective customers more effectively.You have been assigned to identify potential sources for a net-sourcing arrangement with an ERP vendor, which provides CRM capabilities.

                1. Identify potential sources of software?

                2. Determine five criteria you will recommend be used to evaluate each of alternative providers?