LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS

SECOND SEMESTER – APRIL 2017

16UCS2AL01- ENTERPRISE RESOURCE PLANNING

Date: 27-04-2017   Dept. No.   Max. : 100 Marks
Time: 01:00-04:00

PART – A

ANSWER ALL QUESTIONS   **10 x 2 = 20**

1. What is MRP II?
2. What are the core functions of a manufacturing company?
3. Define the term Business Process Re-engineering.
4. What is Decision Support System?
5. What is Gap Analysis?
6. Who is a Vendor?
7. Define the term Supply Chain Management.
8. What is outsourcing?
9. What is Demand Forecasting?
10. What kind of companies need CRM Applications?

PART – B

ANSWER ALL QUESTIONS   **5 x 8 = 40**

11. a) Discuss the evolution of ERP.
                    OR
b) How is Data Warehousing different from Data Mining?

12. a) Explain the Reduction of Lead Time through ERP.
                    OR
b) Discuss how ERP reduces the Cycle Time for organizations.
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13. a) Who is a Consultant? Discuss the role of Consultants.
                    OR
b) Explain Pros and cons of In-house implementation.

14. a) Discuss the 'Toyota Supply Chain Case study'.
                    OR
b) Explain the generic model of Supply Chain Management with the needed diagram.

15. a) Discuss the role of Forecasting in Supply Chain.
                    OR
b) Substantiate reasons contributing to the difficulty in matching demand and supply, with fitting examples.

PART – C

16. a) Write an essay on the advantages of ERP.
    b) Substantiate as to how ERP contributes towards improved Resources Utilization.

17. a) Discuss the ERP Implementation Life Cycle.
    b) Explain the Supply Chain Performance measures.

18. a) Explain the modules in a Supply Chain Management Software.
    b) Discuss the modules in a CRM Software.

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