LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

U.G. DEGREE EXAMINATION – **ALLIED**

SECOND SEMESTER – **APRIL 2022**

UCS 2301 – ENTERPRISE RESOURCE PLANNING

(21 BATCH ONLY)

Date: 27-06-2022   Dept. No.   Max. : 100 Marks
Time: 01:00 PM - 04:00 PM

SECTION A			
Answer ALL the Questions			
1.		**(5 x 1 = 5 Marks)**	
a)	Define Warehouse.	K1	CO1
b)	List down 3 risks occurred on ERP.	K1	CO1
c)	What is Gap Analysis?	K1	CO1
d)	Write 2 advantages of In-house Implementation.	K1	CO1
e)	What is forecast error?	K1	CO1
2.	**Multiple Choice Questions**	**(5 x 1 = 5 Marks)**	
a)	Post implementation is (i) Planning (ii) Maintenance (iii) training (iv) Re-engineering	K1	CO1
b)	The system is officially proclaimed in (i) pre-evaluation training (ii) post implementation (iii) Testing (iv) Going Live	K1	CO1
c)	Redoing the process after corrections is i) Gap analysis ii) Reengineering iii) Project planning iv) Testing	K1	CO1
d)	Which of the following is the cost involved in holding goods in a warehouse? i) Facility cost ii) Processing cost iii) Inventory cost iv) Transportation cost	K1	CO1
e)	A bill of materials lists the i) Time needed to perform all phase of production ii) Production Schedule iii) Components, Ingredients and the materials required for production iv) Operations required for production.	K1	CO1
3.	**Fill in the blanks**	**(5 x 1 = 5 Marks)**	
a)	Resources are identified in _____ phase.	K2	CO2
b)	---------------- are the people who have developed the ERP packages.	K2	CO2
c)	---------------- is commonly defined as the redesign of business processes.	K2	CO2

d)	A *supply chain* is a--------------- between a company and its suppliers to produce and distribute a specific product to the final buyer.	K2	CO2
e)	A good customer service is focused on ----------------------.	K2	CO2
4.	**True/False**	**(5 x 1 = 5 Marks)**	
a)	MIS is implemented by a company to handle its customer.	K2	CO2
b)	To run an ERP system, trained employees are needed.	K2	CO2
c)	Scalability is the ability of the hardware to support number of users over time.	K2	CO2
d)	ERP focuses on internal operations of an organization.	K2	CO2
e)	CRM systems connect a company's ERP system with its accounting software.	K2	CO2

SECTION B

Answer any TWO of the following in 150 words		**(2x 10 = 20 Marks)**	
5.	Draw the structure of ERP and explain with any one organizational model.	K3	CO3
6.	What is In-house management? Explain its pros and cons.	K3	CO3
7.	Describe the responsibilities of consultants in multidimensional way.	K3	CO3
8.	How will you measure the performance of Supply chain.	K3	CO3

SECTION C

Answer any TWO of the following in 150 words		**(2 x 10 = 20 Marks)**	
9.	Discuss data warehousing and data mining.	K4	CO3
10.	Differentiate Vendors, Consultants and End users.	K4	CO3
11.	Analyse the various factors related with Meeting demand in supply chain.	K4	CO3
12.	Attribute different benefits of CRM	K4	CO3

SECTION D

Answer any ONE of the following in 250 words		**(1 x 20 = 20 Marks)**	
13.	Discuss the different models of the Supply chain and evaluate them.	K5	CO4
14.	Organize the different modules of CRM in detailed manner.	K5	CO4

SECTION E

Answer any ONE of the following in 250 words		**(1 x 20 = 20 Marks)**	
15.	Create an ERP Implementation life cycle model for your company and explain with its phases with necessary diagrams.	K6	CO5
16.	Discuss 'The Supply chain as a system'	K6	CO5

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