LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

U.G. DEGREE EXAMINATION – **ALLIED**

SECOND SEMESTER – **APRIL 2023**

UCS 2301 – ENTERPRISE RESOURCE PLANNING

Date: 10-05-2023   Dept. No.   Max. : 100 Marks
Time: 01:00 PM - 04:00 PM

	SECTION A - K1 (CO1)	
	Answer ALL the Questions	**(10 x 1 = 10)**
1.	**Answer the following**	
a)	Define ERP	
b)	State all the intangible benefits of ERP system.	
c)	List the objectives of ERP implementation.	
d)	Define Supply Chain.	
e)	What are the inputs for a formal model?	
2.	**Multiple Choice Questions**	
a)	Which of the following is an advantage of ERP (i)Business integration (ii)Better analysis and planning capabilities (iii)Use of latest technology and flexibility (iv)All of the above	
b)	Which of the following is a people risk of ERP implementation? (i) Change management (ii)Training (iii)Consultants (iv)None of the above	
c)	The specialist who helps to manage and implement ERP is (i) Vendors (ii) End users (iii) Customers (iv) Consultants	
d)	_____models use diagrams and descriptions to represent a business system. (i) Conceptual model (ii)Mathematical models (iii) Simulation models (iv)Data models	
e)	VMI stands for (i) Vendor Managed Inventory (ii) Vendor Model Inventory (iii) Vendor Managed Invention (iv) Vendor Mode Inventory	
	SECTION A - K2 (CO1)	
	Answer ALL the Questions	**(10 x 1 = 10)**
3.	**Fill in the blanks**	
a)	_____ is a computer-based tool for mapping and analysing things that exists and events that happen on the earth.	
b)	The elapsed time between placing an order and receiving it is known as _____.	
c)	_____ of a project is a factor that impacts the overall success of the ERP implementation.	
d)	Mathematical and simulation models are often referred to as _____	
e)	The most important consideration in deciding where to place your company along the trade-off curve is your corporate _____.	
4.	**State True or False**	
a)	ERP is an enterprise re-engineering solutions.	
b)	The product life cycle refers to the succession of stages of product goes through it.	
c)	Program management comes under the technological risks.	

d)	Vendors are the people who have developed the ERP packages.
e)	The most common measure for assessing the efficient use of capital is the return on investment (ROI) ratio.

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SECTION B - K3 (CO2)

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	Answer any TWO of the following in 100 words	**(2 x 10 = 20)**
5.	Explain the advantages of an ERP.	
6.	Illustrate the process risk and the technological risk factors for ERP implementation.	
7.	Construct the conceptual models of the Supply chain and evaluate them.	
8.	Analyze the Customer Service Level requirements.	

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SECTION C – K4 (CO3)

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	Answer any TWO of the following in 100 words	**(2 x 10 = 20)**
9.	Explain the integrated data model and its relationship with the real world.	
10.	Criticize the tangible and the intangible benefits of ERP.	
11.	Discriminate the role of Vendors and the Consultants.	
12.	Evaluate the set of measure for the supply chain performance.	

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SECTION D – K5 (CO4)

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	Answer any ONE of the following in 250 words	**(1 x 20 = 20)**
13.	Describe the following ERP related technologies i) Data Mining. (ii)OLAP iii) CRM	
14.	Estimate in what ways ERP is reduced the quality cost, reduced lead-time, reduced cycle time and improved information accuracy.	

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SECTION E – K6 (CO5)

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	Answer any ONE of the following in 250 words	**(1 x 20 = 20)**
15.	Create and design the different phases of the ERP implementation Life cycle for your organization.	
16.	Write the steps involved in designing the supply chain.	

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