

Programme: PGDSCM

Academic Year: 2012-2013

Semester: III

Subject: Enterprise resource planning

Course: New

Date: 11.7.2012 Time: 3:00 p.m to 6:00 p.m.

Marks: 70

Note:

1. All questions are compulsory.
2. All sub questions carry equal marks.
3. Answer to each new question must be started on a fresh page.
4. Figure in brackets indicate full marks.

Q1. Attempt any 2 from the following: (10)

- a. Why does ERP implementation fail?
- b. Why is the end user training important?
- c. Explain online analytical processing?
- d. Describe the added features in ERP-II?

Q2. Attempt any 2 from the following: (10)

- a. The success of ERP implementation is in the hands of end user. Discuss.
- b. Explain business process reengineering.
- c. Explain ERP system is superior to any legacy system.
- d. Write short notes on: post implementation phase.
- e. Explain expert system.

Q3. Answer any 3 from the following: (30)

- a. Explain why the ERP vendors trying to improve their products and offerings?
- b. What is datamining? Explain how data mining and data warehousing form an integral part of successful ERP package?
- c. How manufacturing module help respond to customers? Explain any three points?
- d. List out the different phases of ERP implementation life cycle and explain package evaluation in detail?
- e. Explain the role and responsibilities of ERP vendors?

Q4. Answer in detail: (20)

- a. Explain the linkage between BPR, IT, ERP in detail.
- b. How to improve the power of ERP using business intelligence? Explain in detail.