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IT-602

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B. TECH
CHAZIABAD

SIXTH SEMESTER EXAMINATION, 2002-2003

ERP SYSTEMS

Time : 3 Hours

Total Marks : 100

— **Note** : Answer **ALL** the questions.1. Attempt any **FOUR** parts of the following :— (5×4=20)

- (a) Compare and contrast ERP systems with MIS. Also list important characteristics of ERP systems.
- (b) What are the advantages of ERP systems and how do ERP packages differ from conventional application packages ?
- (c) What is an integrated information system? Why are integrated information systems important for the organization's success ?
- (d) List the limitations of ERP systems. Write down three technologies that can help to overcome these limitations. Discuss the role of OLAP (On-Line Analytical Processing) in the successful implementation of ERP system.
- (e) Discuss how supply chain management help in increasing the efficiency of ERP systems.
- (f) What is BPR ? How does BPR differ from other management techniques and how is it connected to ERP ?

2. Attempt any FOUR parts of the following :— (5×4=20)

- (a) Differentiate between the following :—
 - (i) MRP and MRP II
 - (ii) JIT and Kanban
- (b) Define the following :—
 - (i) Lead time
 - (ii) BOM (Bill Of Material)
 - (iii) DRP (Distribution Required Planning)
 - (iv) MTS (Make-To-Stock)
 - (v) ETO (Engineer-To-Order)
- (c) Write down the name of five most common modules available in all ERP packages. Write down the sub-modules that a finance module of ERP system may have.
- (d) What are the factors to be considered when selecting an ERP package ?
- (e) Name any three giants who provide the ERP solutions. What is configure-to-order ?
- (f) What are the different phases of ERP implementation cycle ? Discuss the importance of pre-selection screening in the ERP implementation life cycle.

3. Attempt any TWO parts of the following :— (10×2=20)

- (a) Why is that a company cannot develop an ERP system in-house ?
- (b) What are ERP consultants and what are their roles ?
- (c) Why is the cooperation of vendors, consultants and end users vital for the success of an ERP implementation ?

- (a) What do you understand by E-commerce ?
What is the impact of Internet and WWW on the ERP products ?
- (b) Which are the new markets and channels explored by the ERP vendors ? Why are ERP vendors trying faster implementation methodologies ?
- (c) What are critical success and failure factors of ERP ? Discuss.

5. Attempt any TWO parts of the following :— (10×2=20)

- (a) Enterprise Resource Planning is a dynamic 'IT' management tool. Discuss critically.
- (b) Mercedes-Benz Mexico S.A. de C.V. (MBMex) assembles, Mercedes-Benz and Freightner trucks and C-and E-class cars and engines for the Mexican and South American marketplace. A sister plant-Mercedes-Benz Omnibuses (MBBus), in Monterry – assembles Mercedes municipal buses in partnership with Caio of Brazil.

Mercedes-Benz brought in SAP R/3 to meet the most pressing issue in its market-place-rapid response to customer requests for custom configured products. The companies MBMex and MBBus get component parts from suppliers in Mexico, the United States and Brazil and kits from Germany, which they then custom assemble for their distributors and fleet customers. The most important issue is to have units available for their customers in the configuration in which they are required. Associated with that is compressing time to their users.

Study the above case and answer the following :—

- (i) For what benefits has the company opted the SAP R/3 package ?
 - (ii) What can be the solution for the above case ?
 - (iii) What can be the hardware requirements for the solution ?
 - (iv) What can be the software requirements for the solution ?
- (c) In a world where customers are new partners, it seems that businesses must put a tremendous amount of faith in an entity they don't really control. Is there not an inherent danger in all of this partnering ? Discuss.