Enterprise Resource Planning (ERP)

Q.1.	Fill in the Blanks						
(1)	ERP stands for						
(2)	Information technology and its relar resources and information of an	_	n be used	d for planning and organizing			
(3)	The organizations are moving to management problem.	kages as	a solution to their information				
(4)	Anis a group of people	and other resource	s working	g together for a common goal.			
(5)	An acts as a single entity and an organisation is divided into different units based on the operations performed in it.						
(6)	3) An may consist of different sections such as manufacturing or production, planning, sales, purchase, finance, distribution etc.						
(7)	Each department will have their own the objective which is set for the	duties and respons	ibilities a	nd they are working to achieve			
Ans.	(1) Enterprise Resource Planning		(2)	Enterprise			
	(3) Enterprise Resource Planning		(4)	Enterprise			
	(5) Enterprise (6)	Enterprise	(7)	Enterprise			
Q.2.	True or False						
(1)	ERP stands for Enterprise Resource	Planning.					
` ′	Information technology and its rela resources and information of an Ente	ted technologies ca	n be use	d for planning and organizing			
(3)	The organizations are moving to big problem.	g packages as a solu	ition to t	heir information management			
(4)	An Enterprise is a group of people ar	nd other resources w	orking to	gether for a common goal.			
(5)	An NGO acts as a single entity and operations performed in it.	an organisation is d	livided in	to different units based on the			
(6)	An Enterprise may consist of different sales, purchase, finance, distribution		manufact	curing or production, planning,			
(7)	Each department will have their own achieve the objective which is set for		sibilities	and they are working to			
Ans.	(1) True (2) True (5) False (6) True	(3) False ((7) True	4) Tru	е			
Q.3.	Multiple Choice Question (Single	e Choice)					
(1)	ERP stands for	-					
(-/		B) Enterprise Resou	ırce Plan	ning			
		4) Enterprise Resou					
(2)	Information technology and its relaresources and information of an	· /	=	d for planning and organizing			
	(A) Bank (B) System	(C) Enterpris	e	(D) Commerce			
		(266)					

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(3)		organizations agement prob		to	packages as a solution to their information			
	(A) E	lectronic Rela	y Planning		(B) Enterpr	ise Resource Pl	anning	
	(C) E	xchange Rate	Plan		(D) Enterpr	ise Resource Pa	ay	
(4)	An	i	s a group of	people and	other resource	ces working tog	ether for a cor	nmon goal.
	(A) B	ank	(B) Syste	m	(C) Enterpr	ise	(D) Commer	ce
(5)	An		acts as a sin	gle entity a	nd an organis	sation is divide	d into different	units based
	on the operations performed in it.		it.					
	(A) B	ank	(B) Syste	m	(C) Enterpr	ise	(D) Commer	ce
(6)						such as man	ufacturing or	production,
	_	ning, sales, pu					(T) (C)	
	(A) B				(C) Enterpr		(D) Commer	•
(7)					es and respor	nsibilities and t	hey are workir	ng to achieve
		bjective whicl			(C) Entorm	iao	(D) Common	00
	(A) B				(C) Enterpr		(D) Commer	ue
Ans.			_ /	(2)	Enterprise	(F) E	, .	
	` ′	Enterprise R	esource Plan	nıng	(4)	Enterprise	(5) En	terprise
	(6)	Enterprise		. //	(7)	Enterprise		
Q.5.	Mult	tiple Choice	Three Corn	ect Answ	ers			
(1)	Infor and	mation techno	ology and its	related tech	nologies can l	oe used for	and	
		Planning		3) Organizi	ng resources	(C) Informat	ion of an enter	prise
	` '	Ianagement		C) Commerc		(())		1
T ,				<u> </u>			, • 6	•
Ans.	(1)	(A) Planning	()	3) Organizi	ing resources	(C) Inform	ation of an ent	terprise.
Q.6.	Mate	ch the follow	ving					
	(A)	Column	'A'		Colur	nn 'B'		
	(1)	Enterprise	(a)	Working	together for a	. common goal		
Q.7.	Ansv	wer Briefly						

Q.1. What is an Enterprise?

- (1) ERP stands for Enterprise Resource Planning
- (2) Information technology and its related technologies can be used for planning and organizing resources and information of an **Enterprise**.
- (3) The organizations are moving to **Enterprise Resource Planning** packages as a solution to their information management problem.
- (4) An Enterprise is a group of people and other resources working together for a common goal.
- (5) An **Enterprise** acts as a single entity and an organisation is divided into different units based on the operations performed in it.
- (6) An Enterprise may consist of different sections such as manufacturing or production, planning, sales, purchase, finance, distribution etc.

\bigcirc	0	0

(7)	Each department will have their own duties and responsibilities and they are working to achieve the objective which is set for the Enterprise .							
Q.1.	Fill in the Blanks							
(8)	There are different types ofin an enterprise like men, material, money and machine.							
(9)	Information system can be designed for various departments of an so that accurate and timely data can be provided to the concerned persons.							
(10)	helps managers to selecting a course of action, for the		rove future performance, by establishing objectives an nefit of the organisation.					
Ans.	(8) Resources (9) Enter	prise	(10) Planning					
Q.2.	True or False							
(8)	There are different types of plan	ning i	in an enterprise like men, material, money and machine.					
		ned f	for various departments of an enterprise so that accurat					
(10)	Planning helps managers to impra course of action, for the benefit		uture performance, by establishing objectives and selectin e organisation.					
Ans.	(8) False (9) True		(10) True					
Q.3.	Multiple Choice Question (Size	ngle (Choice)					
	is to the entry broad 1945 of the control of the broads and the control of the above and the broad of the broad	7 7 2	_in an enterprise like men, material, money and machine					
(0)			(C) Planning (D) Information Technology					
(9)		gned f	for various departments of an so that accurat					
	(A) Resources (B) Enterpri	se	(C) Planning (D) Information Technology					
(10)	helps managers to improve future performance, by establishing objectives and							
	selecting a course of action, for the benefit of the organisation.							
	(A) Resources (B) Enterpri		(C) Planning (D) Information Technology					
Ans.	(8) Resources (9) Enterpris	se	(10) Planning					
Q.4.	Multiple Choice Two Correct	Ansv	wers					
(1)			r various departments of an enterprise so that ne concerned persons.					
	(A) Resources (B) Enterpris		(C) Planning (D) Accurate (E) Timely data					
Α		·						
Ans.	(1) (D) Accurate (E) Time	ly dat	ta					
Q.6.	Match the following							
	(A) Column 'A'		Column 'B'					
	(1) Resources	(a)	Men, material, money and machine					
		1						

(A) Column 'A'			Column 'B'		
(1) Resources		(a)	Men, material, money and machine		
(2)	(2) Planning (1		Helps managers to improve future performance		

to all departments. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing (13) replaces the old standalone computer systems in each area of an enterprise su as finance, human resource, manufacturing, sales, etc. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing	Inforn	nation Technology (C	ommerce) ·	· XII		69	
(1) There are different types of Resources in an enterprise like men, material, money and machi (2) Information system can be designed for various departments of an Enterprise so that accurand timely data can be provided to the concerned persons. (3) Planning helps managers to improve future performance, by establishing objectives a selecting a course of action, for the benefit of the organisation. (4) Fill in the Blanks (11) An can be considered as a system and all its departments as its sub systems. (12) Information about the entire enterprise can be stored in a and it is made availate a finance, human resource, manufacturing, sales, etc. Ans. (11) Enterprise (12) Centralized Database (13) Enterprise Resource Planning Q.2. True or False (11) An Centralized Database can be considered as a system and all its departments as its sub systems. (12) Information about the entire enterprise can be stored in a Centralized Database and it is may available to all departments. (13) Enterprise Resource Planning replaces the old standalone computer systems in each area of enterprise such as finance, human resource, manufacturing, sales, etc. Ans. (11) False (12) True (13) True Q.3. Multiple Choice Question (Single Choice) (11) An can be considered as a system and all its departments as its sub systems. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing (12) Information about the entire enterprise can be stored in a and it is made availate to all departments. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing (D) Marketing (D) Marketing (D) Marketing (E) Centralized Database (C) Enterprise Resource Planning (D) Marketing (D) Marketing	Q.7.	Answer Briefly					
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 Q.3. Multiple Choice Question (Single Choice) (11) An can be considered as a system and all its departments as its sub systems. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing (12) Information about the entire enterprise can be stored in a and it is made availa to all departments. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing (13) replaces the old standalone computer systems in each area of an enterprise stas finance, human resource, manufacturing, sales, etc. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing 	(13)	-		~ / / / / /			
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(A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing (12) Information about the entire enterprise can be stored in a and it is made availate to all departments. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing (13) replaces the old standalone computer systems in each area of an enterprise standard as finance, human resource, manufacturing, sales, etc. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing					all its dens	artments as its sub systems.	
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(D) Marketing (13) replaces the old standalone computer systems in each area of an enterprise su as finance, human resource, manufacturing, sales, etc. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing	(12)	Information about th	he entire ei	nterprise can be stored	l in a	and it is made available	
(D) Marketing (13) replaces the old standalone computer systems in each area of an enterprise su as finance, human resource, manufacturing, sales, etc. (A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing		(A) Enterprise	(B) Centr	alized Database	(C) E1	nterprise Resource Planning	
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(A) Enterprise (B) Centralized Database (C) Enterprise Resource Planning (D) Marketing	(13)	replac	ces the old	standalone computer	systems in	n each area of an enterprise such	
(D) Marketing		as finance, human re	esource, m	anufacturing, sales, et	c.		
		(A) Enterprise	(B) Centr	alized Database	(C) E1	nterprise Resource Planning	
Ans. (11) Enterprise (12) Centralized Database (13) Enterprise Resource Planning		(D) Marketing					
(1)	Ans.	(11) Enterprise	(12)	Centralized Database	(13)	Enterprise Resource Planning	

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Q.4.	Mult	tiple Choice Two Correct Answ	ers				
(1)	An ei	nterprise can be considered as a		and all its departments as its			
	(A) C			Departments (D) Sub systems			
(2)	Infor	mation about the entire enterprise	e can b	pe stored in aand it is made available			
	to all	-					
	(Λ) C	cntralized database (B) System	n (C	Departments (D) Sub systems			
	(E) E	nterprise					
Ans.	(1)	(B) System	(E) Sub systems			
	(2)	(A) Centralized database	(C	Departments			
ω.6.	Mate	ch the following					
q.o.		Column 'A'		C-1 (D)			
	(A)	Column A		Column 'B'			
	(1)	Enterprise	(a)	Can be considered as a system and all its departments as its sub systems.			
	(2)	Centralized Database	(b)	Information about the entire enterprise can be stored in a Centralized Database			
	(3)	Enterprise Resource Planning	(c)	Replaces the old standalone computer systems			
Q.7.	Ansv	ver Briefly					
10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		uss the concept of Enterprise I	Pagan	voo Dlowing			
				n and all its departments as its sub systems.			
(4)		mation about the entire enterprise able to all departments.	can o	e stored in a Centralized Database and it is made			
(3)		_	aces th	ne old standalone computer systems in each area of			
` /		aterprise such as finance, human r					
Q.1.	Fill i	n the Blanks					
(14)	The	system helps th	e ma	nagement in making the planning process more			
		active and efficient.		000455			
(15)	The e	entire package co	ontain	s many modules or sub units.			
(16)		is the core of many ER	P soft	ware packages.			
(17)			ita fro	om various functional departments and generate			
		ble financial reports.					
)include balance sheets, general ledger, trial balance, financial statements, etc.						
(19)	also includes financial accounting, investment management, enterprise controlling and treasury.						
(20))contains necessary business rules to manage the entire production process.						
(21)			erpris	se to combine technology and business processes to			
		ufacturing module					
(22)			nange	manufacturing and planning methods as and when			
	required.						

_71 Information Technology (Commerce) - XII (15) Enterprise Resource Planning Ans. (14) Enterprise Resource Planning (17) Financial module (16) Financial module (19) Financial module (18) Financial reports (21) Manufacturing module (20) Manufacturing module (22) Manufacturing module Q.2. True or False (14) The Enterprise Resource Planning system helps the management in making the planning process more productive and efficient. (15) The entire Enterprise Resource Planning package contains many modules or sub units. (16) Manufacturing module is the core of many ERP software packages. (17) Financial module can collect financial data from various functional departments and generate valuable financial reports. (18) Financial reports include balance sheets, general ledger, trial balance, financial statements, etc. (19) Financial module also includes financial accounting, investment management, enterprise controlling and treasury. (20) Financial module contains necessary business rules to manage the entire production process. (21) Manufacturing module ERP enables an enterprise to combine technology and business processes to get integrated solutions. (22) Manufacturing module also provides freedom to change manufacturing and planning methods as and when required. (18) True (17) True Ans. (14) True (15) True **(16)** False (22) True (20) False (21) True (19) True Q.3. Multiple Choice Question (Single Choice) _ system helps the management in making the planning process more productive and efficient. (B) Financial module (A) Enterprise Resource Planning (D) Manufacturing module (C) Financial reports (15) The entire _____ package contains many modules or sub units. (A) Enterprise Resource Planning (B) Financial module (D) Manufacturing module (C) Financial reports (16) ______is the core of many ERP software packages. (A) Enterprise Resource Planning (B) Financial module (D) Manufacturing module (C) Financial reports can collect financial data from various functional departments and generate valuable financial reports. (B) Financial module (A) Enterprise Resource Planning (D) Manufacturing module (C) Financial reports _include balance sheets, general ledger, trial balance, financial statements, etc. (B) Financial module (A) Enterprise Resource Planning (D) Manufacturing module (C) Financial reports

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(19)	also includes financial	accounting, investment management, enterprise
	controlling and treasury.	
	(A) Enterprise Resource Planning	
(00)	(C) Financial reports	(D) Manufacturing module
(20)	ran and a second a	ness rules to manage the entire production process.
		(B) Financial module
(0.1)	(C) Financial reports	(D) Manufacturing module
(21)	get integrated solutions.	prise to combine technology and business processes to
	(A) Enterprise Resource Planning	(B) Financial module
	(C) Financial reports	(D) Manufacturing module
(22)	-	ge manufacturing and planning methods as and when
	required.	B Hours as and which
	(A) Enterprise Resource Planning	(B) Financial module
	(C) Financial reports	(D) Manufacturing module
Ans.	(14) Enterprise Resource Planning	(15) Enterprise Resource Planning
	(16) Financial module	(17) Financial module
	(18) Financial reports	(19) Financial module
BEDIA CONTRACTOR CONTR	(20) Manufacturing module	(21) Manufacturing module
	(22) Manufacturing module	(=1) module
	THE STATES OF TH	
	Multiple Choice Two Correct Answers	
(1)	The ERP system helps the management i and	n making the planning process more
	(A) Modules (B) Productive	(C) Sub units (D) Efficient
	(E) Financial reports	(b) Hinderit
(2)		oackage contains manyor
` /		(C) Sub units (D) Efficient
	(E) Financial reports	(O) Sub units (D) Enicient
(3)		_from various functional departments and generate
(-)	valuable	_nom various functional departments and generate
	(A) Financial data (B) Productive	(C) Sub units (D) Efficient
	(E) Financial reports	(5) Ellicient
(4)	* *	terprise to combineand
, ,	to get integrated solutions.	
	(A) Financial data (B) Productive	(C) Sub units (D) Technology
	(E) Business processes	
(5)	Manufacturing module also provides freedowhen required.	om to changeandas and
	(A) Manufacturing(B) Planning methods(E) Sub units	s (C) Financial data (D) Productive

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Ans. (1)	(B) Productive	(D) Efficient	(2) (A) Modules	(C) Sub units
(3)	(A) Financial data	(E) Financial reports		
(4)	(D) Technology	(E) Business processes	(5)(A) Manufacturing	(B) Planning methods

Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Enterprise Resource Planning	(a)	Package contains many modules or sub units.
(2)	Financial module	(b)	Collect financial data.
(3)	Financial reports	(c)	Include balance sheets, general ledger, trial balance, financial statements.
(4)	Manufacturing module	(d)	Provides freedom to change manufacturing and planning methods.

Q.7. Answer Briefly

- Q.4. Explain the Financial module and Manufacturing module in functional units of ERP.
 - (1) The Enterprise Resource Planning system helps the management in making the planning process more productive and efficient.
 - (2) The entire Enterprise Resource Planning package contains many modules or sub units.
 - (3) Financial module is the core of many ERP software packages.
 - (4) Financial module can collect financial data from various functional departments and generate valuable financial reports.
 - (5) Financial reports include balance sheets, general ledger, trial balance, financial statements, etc.
 - (6) Financial module also includes financial accounting, investment management, enterprise controlling and treasury.
- (7) Manufacturing module contains necessary business rules to manage the entire production process.
- (8) Manufacturing module ERP enables an enterprise to combine technology and business processes to get integrated solutions.
- (9) Manufacturing module also provides freedom to change manufacturing and planning methods as and when required.

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6.	14.111	ın	the	BI	anks

- (23) ______is used for optimising the utilisation of available resources and helps the organisation to plan their production.
- (24) _____identifies the materials required, allocates optimal resources using data and sales forecasting with the sales data.
- (25) HR stands for_____
- (26) _____ maintains an updated and complete employee database.
- (27) _____covers processes of maintaining the appropriate level of stock in the warehouse.
- (28) _______is responsible for identifying the inventory requirements and setting the target of the stock items required.

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(29)				evaluating the supplier, and billing.					
(30)	is closely connected with the inventory, finance and production planning module.								
Ans.	(23)	Production planning module	(24)	Production planning module					
	(25)	Human Resource	(26)	Human Resource module					
	(27)	Inventory control module	(28)	Inventory control module					
	(29)	Purchase Module	(30)	Purchase Module					
Q.2.	Tru	e or False							
(23)		nan Resource module is used for op organisation to plan their production		e utilisation of available resources and helps					
(24)		luction planning module identifies and sales forecasting with the sale		s required, allocates optimal resources using					
(25)	HR s	stands for Human Resource.							
(26)	Prod	luction planning module maintains	an updated	and complete employee database.					
				e appropriate level of stock in the warehouse					
(28)			e for identify	ving the inventory requirements and setting					
(00)		carget of the stock items required.							
(29)	billin		enerating pi	urchase order evaluating the supplier, and					
(30)		chase Module is closely connected	l with the i	nventory, finance and production planning					
Ans.	(23)	False (24) True (25)	5) True	(26) False (27) False					
	(28)		0) True						
- O 2	W1-	tiple Choice Question (Single C	Thoise)						
-			V , Y						
(23)			the utilisa	tion of available resources and helps the					
	_	nisation to plan their production. Production planning module	(D) H.,,	an Resource module					
		nventory control module		an Resource					
(24)	, ,	· ·	` '	allocates optimal resources using data and					
(44)		s forecasting with the sales data.	ais requireu,	anocates optimal resources using data and					
		Production planning module	(B) Hum	an Resource module					
		nventory control module		an Resource					
(25)		stands for	(2)						
()		Production planning module	(B) Hum	an Resource module					
		nventory control module		an Resource					
(26)		maintains an updated a	` '						
(- -)		Production planning module		an Resource module					
	` '	nventory control module	` '	an Resource					
(27)	-	*	` '	appropriate level of stock in the warehouse.					
	(A) P	Production planning module		an Resource module					
	(C) I	nventory control module	(D) Hum	an Resource					

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(28)		is responsi	ble for identi	fying the inve	entory requirem	ents and se	etting the target of
		stock items required.	7 7	(1800a) 10° 10°	700	7 7	
	` '	Production planning i		, ,	nan Resource m	odule	
(0.0)	` '	Inventory control mod		` '	nan Resource	1.	7 7 • 77 •
(29)		helps for ge					d billing.
	` ′	Production planning i		` /	nan Resource m	odule	
(0.0)	` '	Inventory control mod		· '	hase Module	7	
(30)		is closely co					planning module.
	, ,	Production planning I			nan Resource m	odule	
	(C).	Inventory control mod	dule	(D) Purc	hase Module		
Ans.	(23)		g module	(24)	Production pla	anning mod	ule
	(25)	Human Resource		(26)	Human Resou	rce module	
	(27)	Inventory control m	nodule	(28)	Inventory con	trol module	
	(29)	Purchase Module		(30)	Purchase Mod	lule	
Q.4.	Mu	ltiple Choice Two C	Correct Ans	wers			
(1)	Pro	oduction planning mod	dule identifie	s the materia	ls required, allo	cates optim	al resources using
	***************************************	and	foreca	asting with th	e sales data.		
	(A)	Updated	(B)	Data	(C)	Complete	
	(D)	Sales	(E)	Stock items			
(2)	HR	module maintains an		and	employee	database	
	(A)	Stock items	(B)	Data	(C)	Sales	
	(D)	Updated	(E)	Complete			
(3)		entory control module ing the target of the _	_		fying the		requirements and
		Inventory		Stock items	(C)	Supplier	
		Billing	(E)	Retailer	(1)	11	
(4)	` /	chase Module helps fo	, ,		der evaluating t	he	and
(-)		Inventory	(B)	Stock items		Supplier	,
	(D)	Billing	(E)	Retailer		11	
Ans.	(1) ((B) Data (D) Sales			D) Updated (E)	Complete	
A. 20.20.20.20.7	` ′ ′	(A) Inventory (B) Sto	ck items		(C) Supplier (D)		
L					(D) Supplier (D)	131111119	
Q.5.	Mu	ltiple Choice Three	Correct An	iswers			
(1)	Pur	chase Module is close	ly connected	with the		and	•
			Inventory	(C) Finance	(D) Re	tailer
	(E) I	Production planning	module				
Ans.	(1) ((B) Inventory (C) Finance	(E)]	Production plan	ning modul	le

Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Production planning module	(a)	Helps the organisation to plan their production.
(2)	Human Resource module	(b)	Maintains an updated and complete employee database
(3)	Inventory control module	(c)	Responsible for identifying the inventory requirements
(4)	Purchase Module	(d)	Connected with the inventory, finance and production planning module

Q.7. Answer Briefly

- Q.5. Explain the Production planning module, HR module, Inventory control module & Purchase Module in functional units of ERP.
- (1) Production planning module is used for optimising the utilisation of available resources and helps the organisation to plan their production.
- (2) Production planning module identifies the materials required, allocates optimal resources using data and sales forecasting with the sales data.
- (3) HR stands for **Human Resource**.
- (4) Human Resource module maintains an updated and complete employee database.
- (5) Inventory control module covers processes of maintaining the appropriate level of stock in the warehouse.
- (6) Inventory control module is responsible for identifying the inventory requirements and setting the target of the stock items required.
- (7) Purchase Module helps for generating purchase order evaluating the supplier, and billing.
- (8) Purchase Module is closely connected with the inventory, finance and production planning module.

Q.1. Fill in the Blanks is used for monitoring and tracking customer orders. (32)helps for tracking enquiries, order placement, order scheduling, dispatching and invoicing. is closely integrated with the e-commerce website of the organization. (33)is used for managing the quality of the product. _ fulfils the following functions-Quality planning, Quality inspection and Quality (35) The control. (32) Sales and distribution module Ans. (31) Marketing module (33) Sales and distribution module. (34) Quality management module

Q.2. True or False

- (31) Quality management module is used for monitoring and tracking customer orders.
- (32) Sales and distribution module helps for tracking enquiries, order placement, order scheduling, dispatching and invoicing.

(35) Quality management module

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(34)	Sales and distribution module is organization. Marketing module is used for mana The Quality management module inspection and Quality control.	aging th	ne quality of	the pr	oduct.		
Ans.	(31) False (32) True	(33)	True	(34)	False	(35) True	
Q.3.	Multiple Choice Question (Sing	gle Cho	ice)				
(31)	is used for monit (A) Marketing module (C) Quality management module		(B) Sales ar	nd dist	ribution mo	dule	
(32)	helps for tracking encinvoicing. (A) Marketing module			ement,	order sche		ching and
(33)	(C) Quality management moduleis closely integra (A) Marketing module	ated wi	(B) Sales ar	merce nd dist	website of t		n.
(34)	(C) Quality management moduleis used for managi (A) Marketing module (C) Quality management module	ng the o	(B) Sales an	e prod nd dist	uct. ribution mo	odule	
(35)	The fulfils the following control. (A) Marketing module (C) Quality management module		ions-Quality	y plann nd dist nerce N	ning, Quality ribution mo Module	odule	d Quality
Ans.	(31) Marketing module(33) Sales and distribution mo(35) Quality management mod		(32) (34)			oution module ment module	:
Q.4.	Multiple Choice Two Correct A	nswer					
(1)	Marketing module is used for(A) Distribution Module (D) Sales Module	94	• •	-	(C) Track	_· ing Customer dule	Orders
Ans.	(1) (B) Monitoring	(C) Tr	acking Custo	omer C	Orders		
Q.5.	Multiple Choice Three Correct The quality management module and			g func	tions		
	(A) Distribution module(D) Quality Inspection	` '	Quality plan Quality cont	_		(C) Sale	s Module
Ans.	(1) (B) Quality planning	(D) Q	uality Inspe	ction	(E) Qual	ity control	

Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Marketing module	(a)	Monitoring and tracking customer orders
(2)	Sales and distribution module	(b)	Closely integrated with the e-commerce website of the organization
(3)	Quality management module	(c)	Used for managing the quality of the product

Q.7. Answer Briefly

- Q.6. Discuss Marketing module, Sales and Distribution module & Quality management module.
 - (1) Marketing module is used for monitoring and tracking customer orders.
 - (2) Sales and Distribution module helps for tracking enquiries, order placement, order scheduling, dispatching and invoicing.
 - (3) Sales and Distribution module is closely integrated with the e-commerce website of the organization.
 - (4) Quality management module is used for managing the quality of the product.
- (5) The Quality management module fulfils the following functions-Quality planning, Quality inspection and Quality control.

Q.1.	Fill in the Blanks	
(36)	PLM stands for	
(37)	is the process of managing	the entire life cycle of a product.
(38)	is used for determining the	e lifespan of a product.
(39)	MIS stands for	
(40)	will collect relevant data from	inside and outside an enterprise.
(41)	has the capability to generate	reports as and when the user demands it.
(42)	Theconsists of all the activito the customer.	ties associated with moving goods from the supplier
(43)	begins with collecting raw macconsumer.	terials and ends with receiving the goods by the
(44)	very important for compan	ies to move product to their customers quickly.
Ans.	(36) Product Life Cycle Management	(37) Product Life Cycle Management
	(38) Product life cycle	(39) Management Information System
	(40) Management Information System	(41) Management Information System
	(42) Supply chain	(43) Supply Chain Management
	(44) Supply Chain Management	

Q.2. True or False

- (36) PLM stands for Product Life Cycle Management.
- (37) Management Information System is the process of managing the entire life cycle of a product.
- (38) Product life cycle is used for determining the lifespan of a product.
- (39) MIS stands for Management Information System.

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(40)	Product Life Cy	ycle Management	will colle	ct relevar	nt data from inside	and outside an enterprise.
(41)	Management I demands it.	nformation Syste	m has th	e capabili	ty to generate repo	orts as and when the user
(42)	The Supply cha	ain consists of all	the activi	ties assoc	ciated with moving	goods from the supplier to
(43)	Supply Chain goods by the co		ins with	collecting	g raw materials an	d ends with receiving the
(44)	Product Life Cyquickly.	ycle Management	very impo	ortant for	companies to move	product to their customers
Ans.	(36) True (41) True	(37) False (42) True		True True	(39) True (44) False	(40) False
Q.3.	Multiple Cho	ice Question (Si	ngle Ch	oice)		
(36)	PLM stands for	r	(
		e Cycle Managem	nent	(B) Prod	luct Line Managem	ent
	(C) Product Lin	ne Machine		(D) Prod	cess Life Cycle Man	agement
(37)		is the process o	of managi	ng the en	tire life cycle of a p	roduct.
	(A) Product Lif	e Cycle Managem	ent	(B) Mar	agement Informati	on System
	(C) Supply Cha	ain Management		(D) Bus	iness Management	
(38)		is used for dete	rmining	the lifesp	an of a product.	
	(A) Product Lif	e Cycle		(B) Mar	agement Informati	on System
	(C) Supply Cha	ain Management		(D) Bus	iness Management	
(39)	MIS stands for	·/X	4			
	(A) Marketing	Information Syste	em	(B) Mac	hine Information S	ystem
	(C) Manageme	nt Information So	ftware	(D) Mar	nagement Informati	ion System
(40)					and outside an ente	
	(A) Product Lif	e Cycle		(B) Mar	nagement Informati	on System
	(C) Supply Cha	ain Management		(D) Bus	iness Management	
(41)	h	nas the capability	to genera	ate report	s as and when the u	user demands it.
	(A) Product Lif	e Cycle		(B) Mar	nagement Informati	on System
	. ,	ain Management		`	iness Management	
(42)			all the act	tivities as	sociated with movi	ng goods from the supplier
	to the custome					
	(A) Product Lif	- ·		, ,	nagement Informati	on System
	(C) Supply Cha				iness Management	
(43)	~	gins with collecti	ng raw i	naterials	and ends with re	ceiving the goods by the
	consumer.	?- O1-		(D) M		San Carabana
	(A) Product Lif	-		, ,	nagement Informati	on system
(44)		ain Management		, ,	iness Management	in quatomona arrichly
(44)			tor comp			ir customers quickly.
	(A) Product Life	•		` ′	nagement Informati	on system
	(C) Supply Cha	ain Management		(D) Bus	iness Management	

Ans.	(36)	Product Life Cycl	e Management	(37)	Product Life Cycle Management
	(38)	Product Life Cycl	e	(39)	Management Information System
	(40)	Management Info	ormation System	(41)	Management Information System
	(42)	Supply Chain		(43)	Supply Chain Management
	(44)	Supply Chain Ma	nagement		
Q.5.	Mul	tiple Choice Thr	ee Correct Answers		
(1)	In M	IIS there are three	components those are_		,and
	(A)	Management	(B) Information		(C) System
	(D)	Marketing	(E) Software		
Ans	(1)	(A) Management	(B) Inform	ation	(C) System

Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Product Life Cycle Management	(a)	Process of managing the entire life cycle of a product.
(2)	Management Information System	(b)	Capability to generate reports as and when the user demands it.
(3)	Supply Chain Management	(c)	Begins with collecting raw materials and ends with receiving the goods by the consumer.

Q.7. Answer Briefly

- Q.7. Explain Product Life Cycle Management, Management Information System & Supply Chain Management.
 - (1) PLM stands for Product Life Cycle Management
 - (2) Product Life Cycle Management is the process of managing the entire life cycle of a product.
 - (3) Product life cycle is used for determining the lifespan of a product.
 - (4) MIS stands for Management Information System
 - (5) Management Information System will collect relevant data from inside and outside an enterprise.
- (6) Management Information System has the capability to generate reports as and when the user demands it.
- (7) The Supply chain consists of all the activities associated with moving goods from the supplier to the customer.
- (8) Supply Chain Management begins with collecting raw materials and ends with receiving the goods by the consumer.
- (9) Supply Chain Management very important for companies to move product to their customers quickly

d.T.	Fill in the Blanks
(45)	CRM stands for
(46)	is a term applied to processes implemented by a company to handle its contact
	with its customers.

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(47)	covers methods and technologies used by companies to manage their relationships with clients.				
(48))includes the capture, storage and analysis of customer information.				
(49)	The data gathered as a part of	must consider customer privacy and data security.			
(50)	The technology requirement ofabout the customer.	consists of a database to store entire information			
(51)	DSS stands for				
(52)	are interactive, computer-ba	sed systems that aid users in judgment and choice			
	activities.				
(53)	focuses on providing help in information in the form of various types of re	analysing situations rather than providing righ			
(54)	needs a strong database mar making.	nagement system to provide the support in decision			
Ans.	(45) Customer Relationship Management	(46) Customer Relationship Management			
	(47) Customer Relationship Management	(48) Customer Relationship Management			
	(49) Customer Relationship Management	(50) Customer Relationship Management			
	(51) Decision Support System	(52) Decision Support System			
	(53) Decision Support System	(54) Decision Support System			

Q.2. True or False

- (45) CRM stands for Customer Relationship Management.
- (46) Decision Support System is a term applied to processes implemented by a company to handle its contact with its customers.
- (47) Decision Support System covers methods and technologies used by companies to manage their relationships with clients.
- (48) Customer Relationship Management includes the capture, storage and analysis of customer information.
- (49) The data gathered as a part of Customer Relationship Management must consider customer privacy and data security.
- (50) The technology requirement of Decision Support System consists of a database to store entire information about the customer.
- (51) DSS stands for Decision Support System.
- (52) Customer Relationship Management are interactive, computer-based systems that aid users in judgment and choice activities.
- (53) Decision Support System focuses on providing help in analysing situations rather than providing right information in the form of various types of reports.
- (54) Decision Support System needs a strong database management system to provide the support in decision making.

Ans. (45) True	(46) False	(47) False	
(48) True	(49) True	(50) False	ar early and a second and a second
(51) True	(52) False	(53) True	ADMINISTRACIONAL DE LA CONTRACTOR DE LA
(54) True			

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Q.3.	Multiple Choice Question (Single Choice)	
	CRM stands for	
(40)	(A) Customer Relationship Management	(B) Customer Record Management
	(C) Client Relationship Management	(B) Customer Record Management (D) Customer Record Machine
(46)		implemented by a company to handle its contact
(30)	with its customers.	implemented by a company to handle its contact
	(A) Customer Relationship Management	(B) Decision Support System
	(C) Client Relationship Management	(D) Customer Record Machine
(47)		s used by companies to manage their relation
, ,	ships with clients.	J to provide the provided the p
	(A) Customer Relationship Management	(B) Decision Support System
	(C) Client Relationship Management	(D) Customer Record Machine
(48)	includes the capture, storage a	nd analysis of customer information.
	(A) Customer Relationship Management	(B) Decision Support System
	(C) Client Relationship Management	(D) Customer Record Machine
(49)	The data gathered as a part ofm	ust consider customer privacy and data security.
	(A) Customer Relationship Management	(B) Decision Support System
	(C) Client Relationship Management	(D) Customer Record Machine
(50)	The technology requirement of	consists of a database to store entire informa-
	tion about the customer.	
	(A) Customer Relationship Management	(B) Decision Support System
(F1)	(C) Client Relationship Management	(D) Customer Record Machine
(91)	DSS stands for	AND I'V G A G
	(A) Direct Support System	(B) Decision System Support
(52)	(C) Demand Support System	(D) Decision Support System
(02)	activities.	d systems that aid users in judgment and choice
	(Λ) Customer Relationship Management	(B) Decision Support System
	(C) Client Relationship Management	(D) Customer Record Machine
(53)		lysing situations rather than providing right
	information in the form of various types of repo	rts.
	(A) Customer Relationship Management	(B) Decision Support System
	(C) Client Relationship Management	(D) Customer Record Machine
(54)		ement system to provide the support in decision
	making.	
	(A) Customer Relationship Management	(B) Decision Support System
	(C) Client Relationship Management	(D) Customer Record Machine
Ans.	(45) Customer Relationship Management	(46) Customer Relationship Management
	(47) Customer Relationship Management	(48) Customer Relationship Management
	(49) Customer Relationship Management	(50) Customer Relationship Management
	(51) Decision Support System	(52) Decision Support System
	(53) Decision Support System	(54) Decision Support System

Needs a strong database management system

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Q.4.	Multiple Choice Two C	orrect Answers		
(1)	The data gathered as a parand	rt of Customer Rela	tions	ship Management must consider
	(A) Customer privacy	(B) Interactive		(C) Computer-based systems
	(D) Data security	(E) MIS		
(2)	Decision Support System activities.	are,		that aid users in judgment and choice
	(A) Customer privacy(D) Data security	(B) Interactive (E) MIS		(C) Computer-based systems
Ans.	(1) (A) Customer priva (2) (B) Interactive			urity r-based systems
Q.5.	Multiple Choice Three	Correct Answers		
(1)	Customer Relationship M	anagement include	s th	eand
(-)	(A) Interactive	(B) Computer-b		
	(D) Storage	· · · /=		omer Information
Ans.	(1) (C) Capture (D)	Storage	(E	2) Analysis of Customer Information
Q.6.	Match the following			
	(A) Colum	n 'A'		Column 'B'
	(1) Customer Relation Management	ship	(a)	Customer privacy and data security

Q.7. Answer Briefly

(2)

- Q.8. Discuss the Customer Relationship Management & Decision Support System.
 - (1) CRM stands for Customer Relationship Management.

Decision Support System

(2) Customer Relationship Management is a term applied to processes implemented by a company to handle its contact with its customers.

(b)

- (3) Customer Relationship Management covers methods and technologies used by companies to manage their relationships with clients.
- (4) Customer Relationship Management includes the capture, storage and analysis of customer information.
- (5) The data gathered as a part of **Customer Relationship Management** must consider customer privacy and data security.
- (6) The technology requirement of **Customer Relationship Management** consists of a database to store entire information about the customer.
- (7) DSS stands for **Decision Support System.**
- (8) **Decision Support System** are interactive, computer-based systems that aid users in judgment and choice activities.
- (9) Decision Support System focuses on providing help in analysing situations rather than providing right information in the form of various types of reports.

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(10)	Decision Support System needs a strong database management system to provide the support in decision making.								
Q.1.	Fill in the Blanks								
(55)	was originally known for its database system rather than its ERP system.								
				strong finance and a					
	SAP stands for _								
(58)				hip Management gement (PLM) softwa					
(59)					as CRM, HR, accounting				
				nent, invoicing, projec					
(60)	i	s a free online l	ERP solution that	works for businesses	of all sizes.				
(61)		_includes app	s for customer	relationship manag	gement (CRM), project				
		sk managemen			nanagement, and human				
(62)	is]	part of Microsof	t business solution	ns.					
(63)	system.	ERP is a busin	ness accounting so	ftware for accountin	g, inventory and payrol				
Ans.	(55) Oracle	(56) Orac	le	(57) Systems Ap	pplications and Products				
	(58) Systems App	olications and P	roducts	(59) Odoo	(60) Bitrix24				
	(61) Bitrix24	(62) Micr	osoft Dynamics	(63) Tally					
Q.2.	True or False								
(55)	Systems Applicat ERP system.	ions and Produ	cts was originally	known for its databas	se system rather than its				
(56)	The ERP310 pack	kage from Oracl	le provides strong	finance and accounti	ng module.				
(57)	SAP stands for S	ystems Applica	tions and Product	S.	- 				
(58)			elationship Manag anagement (PLM)		ply Chain Management				
(59)				bilities such as CRM voicing, project man	I, HR, accounting, sales, agement.				
(60)	Tally is a free onl	ine ERP solutio	on that works for b	usinesses of all sizes					
					I), project management,				
					nd human resource (HR)				
(62)	Microsoft Dynam	ics is part of Mi	crosoft business s	olutions.					
(63)	Bitrix24 is a busi	ness accounting	software for acco	unting, inventory and	d payroll system.				
Ans.	(55) False	(56) True	(57) True	(58) False	(59) True				
	(60) False	(61) True	(62) True	(63) False	. ,				

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Ans.	(1) (B) Finance	(E) Accounting	
Q.5.	Multiple Choice Three	e Correct Answers	
(1)	Systems Applications a and	and Products (SAP) d 	eveloped,
	(A) Accounting	(B) Custome	er Relationship Management (CRM)
	(C) Inventory	(D) Supply (Chain Management (SCM)
	(E) Product Life cycle Ma	anagement (PLM) softw	rare
(2)	Tally ERP is a business	accounting software for	,and
	(A) Accounting	(B) I	nventory (C) Payroll system
	(D) Supply Chain Manag	gement (SCM) (E) P	roduct Life cycle Management (PLM) software
Ans.	(1) (B) Customer Relatio	nship Management (CF	CM) (D) Supply Chain Management (SCM)
	(E) Product Life cycle	Management (PLM) so	ftware
	(2) (A) Accounting	(B) Inventory	(C) Payroll system

Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Oracle	(a)	Originally known for its database system rather than its ERP system
(2)	Systems Applications and Products	(b)	Developed CRM, SCM, and PLM software.
(3)	Odoo	(c)	Open source ERP tool
(4)	Bitrix24	(d)	Free online ERP solution
(5)	Microsoft Dynamics	(e)	Part of Microsoft business solutions
(6)	TallyERP	(f)	Business accounting software

Q.7. Answer Briefly

Q.9. State the ERP solution providers/ERP packages.

- (1) Oracle was originally known for its database system rather than its ERP system.
- (2) The ERP310 package from Oracle provides strong finance and accounting module.
- (3) SAP stands for Systems Applications and Products
- (4) Systems Applications and Products developed Customer Relationship Management (CRM), Supply Chain Management (SCM), and Product Life cycle Management (PLM) software.
- (5) Odoo is an open source ERP tool that offers capabilities such as CRM, HR, accounting, sales, document management, inventory management, invoicing, project management.
- (6) Bitrix24 is a free online ERP solution that works for businesses of all sizes.
- (7) Bitrix24 includes apps for customer relationship management (CRM), project management, task management, employee management, document management, and human resource (HR) management.
- (8) Microsoft Dynamics is part of Microsoft business solutions.
- (9) Tally ERP is a business accounting software for accounting, inventory and payroll system.

	nation Technology							
Q.1.	Fill in the blan	ks.						
(64)	New trend in ERP development and use involves vendors making the software available to client companies on the							
. ,	User Pc's) is done	e through the	٥		s installed and many clients (End			
(66)	Implementation management.	ofE	RP gives the end	d user cost	effective solution tool for ERI			
(67)	Today, many ER	P systems (ERP s	suites) run in the	cloud as a _	•			
(68)	Al information.	ERP makes it	easier and more	e secure fo	or businesses to manage thei			
(69)	Alternatively, a cloud and other s	company can ha systems on premi		ERP that ru	ins some of their systems in the			
Ans.	(64) Internet		(65) Internet		(66) Web based			
l	(67) Software as	a Service	(68) Cloud		(69) Hybrid			
Q.2.	True or False							
Frenchister		RP develonment a	nd use involves ve	endors maki	ing the software available to			
(04)		s on the Web base			ing the bott was a second of			
(65)		ion between the s e through the Int		RP system i	s installed and many clients(End			
(66)	Implementation management.	of Internet ER	P gives the end	user cost	effective solution tool for ER			
	management.		P gives the end suites) run in the					
(67)	management. Today, many ER	P systems (ERP	suites) run in the	cloud as a F				
(67) (68)	management. Today, many ER A Cloud ERP ma	RP systems (ERP akes it easier and company can ha	suites) run in the more secure for b	cloud as a F ousinesses to	Hybrid.			
(67) (68) (69)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system	RP systems (ERP akes it easier and company can hans on premise.	suites) run in the more secure for b ve a Hybrid ERP	cloud as a Fousinesses to	Hybrid. o manage their information. ome of their systems in the clou			
(67) (68) (69)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False	P systems (ERP akes it easier and company can hans on premise. (65) True	suites) run in the more secure for b	cloud as a Fousinesses to	Hybrid. o manage their information. ome of their systems in the clou			
(67) (68) (69) Ans.	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True	RP systems (ERP akes it easier and company can have no premise. (65) True (69) True	suites) run in the more secure for b ve a Hybrid ERP (66) Fals	cloud as a Fousinesses to	Hybrid. o manage their information. ome of their systems in the clou			
(67) (68) (69) Ans.	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice	P systems (ERP akes it easier and company can harns on premise. (65) True (69) True ce Question (Single)	suites) run in the more secure for by the more secure for by the more a Hybrid ERP (66) False angle Choice)	cloud as a Fousinesses to that runs so	Hybrid. o manage their information. ome of their systems in the clou 7) False			
(67) (68) (69) Ans.	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True ce Question (Single AP development a	suites) run in the more secure for be we a Hybrid ERP (66) False ngle Choice) nd use involves ve	cloud as a Fousinesses to that runs so	Hybrid. o manage their information. ome of their systems in the clou			
(67) (68) (69) Ans.	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB companies on the	RP systems (ERP akes it easier and company can harms on premise. (65) True (69) True ce Question (Single P development also.	suites) run in the more secure for b ve a Hybrid ERP (66) Fals ngle Choice) nd use involves ve	cloud as a Fousinesses to that runs so that	Hybrid. o manage their information. ome of their systems in the clou 7) False ng the software available to clien			
(67) (68) (69) Ans. (64)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in ER companies on th (A) Internet	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True (69) True Ce Question (Single development and ce (B) Web ba	suites) run in the more secure for be ve a Hybrid ERP (66) False ngle Choice) nd use involves versed sed	cloud as a Fousinesses to that runs so that	Hybrid. o manage their information. ome of their systems in the clou 7) False ng the software available to clien (D) Hybrid			
(67) (68) (69) Ans. (64)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB companies on the (A) Internet The communicate	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True Ce Question (Single AP development at the company can harms on premise. (B) Web batton between the	suites) run in the more secure for be we a Hybrid ERP (66) False ngle Choice) nd use involves versed seed server where an E	cloud as a Fousinesses to that runs so that	Hybrid. o manage their information. ome of their systems in the clou 7) False ng the software available to clien			
(67) (68) (69) Ans. (64)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB companies on th (A) Internet The communicate User Pc's) is don	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True (69) True Ce Question (Single development and ce (B) Web ba	suites) run in the more secure for by the more secure for by the more and the more secure for by the more and the more secure where an E	cloud as a Fousinesses to that runs so that	Hybrid. o manage their information. ome of their systems in the clou 7) False ng the software available to clien (D) Hybrid			
(67) (68) (69) Ans. (64)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB companies on th (A) Internet The communicate User Pc's) is don (A) Internet	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True Ce Question (Single AP development and the company can harms on premise. (B) Web based the through the company can harms on premise. (B) Web based to be the company can harms on premise.	suites) run in the more secure for by the more secure for by the more and the more and the more secure for by the more and	cloud as a Fousinesses to that runs so that	Hybrid. To manage their information. To me of their systems in the cloud. The property of the systems in the cloud. The property of their systems in the cloud. The property of the systems in t			
(67) (68) (69) Ans. (64)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB companies on th (A) Internet The communicate User Pc's) is don (A) Internet Implementation	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True Ce Question (Single AP development and the company can harms on premise. (B) Web based the through the company can harms on premise. (B) Web based to be the company can harms on premise.	suites) run in the more secure for be we a Hybrid ERP (66) False (67) False (68) False	cloud as a Fousinesses to that runs so that	Hybrid. To manage their information. The cloud of their systems in the cloud of their systems			
(67) (68) (69) Ans. (64) (65)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB companies on th (A) Internet User Pc's) is don (A) Internet Implementation management. (A) Internet	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True (69) True Ce Question (Single AP development ale (B) Web batton between the methrough the (B) Web batton	suites) run in the more secure for be we a Hybrid ERP (66) False (67) False (68) False	cloud as a Fousinesses to that runs so that	Hybrid. To manage their information. To me of their systems in the cloud. The property of the systems in the cloud. The property of their systems in the cloud. The property of the property of the cloud. Th			
(67) (68) (69) Ans. (64) (65)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in EB companies on th (A) Internet User Pc's) is don (A) Internet Implementation management. (A) Internet	RP systems (ERP akes it easier and company can harms on premise. (65) True (69) True (69) True RP development and the company can harms on premise. (B) Web batton between the company can harms on premise. (B) Web batton between the company can harms on premise. (B) Web batton between the company can harms on premise.	suites) run in the more secure for be ve a Hybrid ERP (66) False (68) False	cloud as a Fousinesses to that runs so that	Hybrid. To manage their information. To me of their systems in the cloud. The property of the systems in the cloud. The property of their systems in the cloud. The property of the property of the cloud. Th			
(67) (68) (69) Ans. (64) (65) (66)	management. Today, many ER A Cloud ERP ma Alternatively, a and other system (64) False (68) True Multiple Choice New trend in Electromanies on the (A) Internet The communicate User Pc's) is done (A) Internet Implementation management. (A) Internet Today, many ER (A) Internet	AP systems (ERP akes it easier and company can harms on premise. (65) True (69) True (69) True (COMPANY CONTROL OF CON	suites) run in the more secure for by the a Hybrid ERP (66) False (68) False	cloud as a Fousinesses to that runs so se (67) endors making (C) Cloud (C) C	Hybrid. To manage their information. To me of their systems in the cloud. To False To The manage their information. To Manage their informati			

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(69)	cloud	d and other systems	s on pi	n have a		some of their systems in the			
Ans	(64)		-	(65) Internet	(66)	Web based			
	(67)			` '	(69)	Hybrid			
Q 4	Mul	tiple Choice Two	Corr	nserinėsariesus sikera 4 tauseus ausaus arecep ramas meesas		11,7,7110			
					6 1 .	.1			
(1)				and more C) Secure (D) Pren		o manage their information			
(2)						me of their systems in the			
		and other s	system	ns on					
	(A) E	Casier (B) Cloud	<u> </u>	C) Secure (D) Pren	nise (E) Hybrid				
Ans.	(1) (A) Easier (C) Secure	e (2) (B) Cloud (D) Premi	se				
Q.6.	Mate	ch the following							
	(A)	Column 'A'			Column 'B	•			
	(1)	Internet	(a)	The communication is installed	between the serv	ver where an ERP system			
	(2)	Web based ERP	(b)	Gives the end user	cost effective solu	ve solution tool for ERP			
	(3)	Software as a Service	(c)	Today, many ERP s	Today, many ERP systems (ERP suites) run in the cloud				
	(4)	Cloud ERP	(d)	Makes it easier and	more secure for	businesses			
	(5)	Hybrid ERP	(e)	Runs some of their s	systems in the clo	oud and other systems on			
Ω7	Anco	ver Briefly							
		ain ERP and Inte							
	-			it and use involves ver	ndors making the	e software available to client			
	comp	anies on the Inter i	net.						
(2)	The c	ommunication betw Pc's) is done throug	veen t	ne server where an EF	RP system is inst	alled and many clients(End-			
(3)			1		nd uger cost effo	ective solution tool for ERP			
(-)	mana	gement.	, base	A LIVE GIVES THE CL.	id discr cost effe	cuve solution tool for Mike			
				RP suites) run in the o					
						nage their information.			
(0)		natively, a compan ther systems on pro			that runs some c	of their systems in the cloud			
Q.1.	Fill i	n the blanks.							
(70)	V - 4 10 10 1 1 2 10 10 10 10 10 10 10 10 10 10 10 10 10	means me	eting 1	naximum customers'	requirements for	r a product or service.			
` ′	In too	lay's competitive wo	orld, ai	n enterprise has to pla quality, relevant, upda	n and manage th	e future cleverly. To achieve			

(72) Accurate and relevant information given to decision makers will help them to take better _

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(73)	An ERP system allows organ	nizations to be moreess opportunities.	so that they ca	an more easily adapt
(74)	The most important advanta	age of ERP is in its promotionform of information		
Ans.	(70) Customer satisfaction(73) Flexible	(71) Accurate information (74) Integrated	(72) Decisi	on
Q.2.	True or False			
(70)	Customer satisfaction means	s meeting maximum customers	a' requirements for	a product or service.
(71)		an enterprise has to plan and h quality, relevant, updated a		
(72)	Accurate and relevant inform	nation given to decision makers	s will help them to	take better Decision.
(73)	An ERP system allows organizatize on new business o	nizations to be more flexible so pportunities.	o that they can m	ore easily adapt and
(74)	-	age of ERP is in its promotion urate information form of info	_	_
Ans.	(70) True (71) Fals	e (72) True	(73) True	(74) False
Q.3.	Multiple Choice Question	(Single Choice)		
(70)		g maximum customers' requir	ements for a prod	uct or service.
` /		(B) Accurate information	_	(D) Flexible
(71)	In today's competitive world,	an enterprise has to plan and h quality, relevant, updated a	manage the future	e cleverly. To achieve
	(A) Customer satisfaction	(B) Accurate information	(C) Decision	(D) Flexible
(72)		nation given to decision make	rs will help them t	
	(A) Customer satisfaction		(C) Decision	(D) Flexible
(73)	and capitalize on new busine			an more easily adapt
	, ,	(B) Accurate information	(C) Decision	
(74)		age of ERP is in its promotion		
		form of information (B) Accurate information		
Ans.			information	(D) Integrated
Alls.	(72) Decision	(73) Flexible	HIIOHIIIAGIOH	
	(74) Integrated	(70) I TEATOTE		
0.4	Multiple Choice Two Cor	root Answors		
	993 CH (1920), 1940), 1940 CH (19 53), 1953, 1953, 1954, 1954, 1955, 1955, 1955, 1955, 1955, 1957, 1957, 1957, 19 The characteristic of the characteristi		•	
(1)	or	ns meeting maximum custo		
	` '	(C) Relevant information (-	Service
(2)		given to decision makers		
	(A) Product (B) Accurate	(C) Relevant information (D) Adapt (E) S	Service

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(3)	and_	on new bu	ısines	as to be more flexible so that they can more easilyss opportunities. levant information (D) Adapt (E) Capitalize			
Ans.	. , .	A) Product (E) Service (E) Adapt (E) Capit		(2) (B) Accurate (C) Relevant information			
Q.5.	Mult	tiple Choice Three Cor	rect.	Answers			
(1)	this a	an enterprise needs		erprise has to plan and manage the future cleverly. To achieve, and accurate information. (C) High quality (D) Relevant (E) Updated			
Ans.	(1) (0	C) High quality (D) Kel	evant (E) Updated			
Q.6.	Mate	ch the following					
	(A)	Column 'A'		Column 'B'			
	(1)	Customer satisfaction	(a)	Meeting maximum customers' requirements			
	(2)	Accurate information	(b)	Enterprise has to plan and manage the future cleverly			
	(3)	Decision	(c)	Accurate and relevant information given to decision makers			
	(4)	Flexible	(d)	Easily adapts and capitalizes on new business opportunities			
	(5)	Integrated	(e)	Promotion of integration of various departments			
Q.7.	Ansv	wer Briefly					
•			ıns m	eeting maximum customers' requirements for a product or			
(2)				erprise has to plan and manage the future cleverly. To achieve ty, relevant, updated and Accurate information .			
(3)	Accur Deci		natio	n given to decision makers will help them to take better			
(4)		An ERP system allows organizations to be more Flexible so that they can more easily adapt and capitalize on new business opportunities.					
(5)				ERP is in its promotion of integration of various departments ed form of information about the enterprise.			
Q.1.	Fill i	n the blanks.					
(75)	The c	cost of ERP software conf	igura	tion and implementation is very			
(76)		price of the parents of ERP installation.	ackag	e, associated license fees and other charges are the main			
(77)		ın an ERP system, prise.		and experienced employees are to be appointed in the			

(76) High

Ans. (75) High

(77) Trained

(78) Implementation of an ERP needs to follow ______measures on each and every stage.

(78) Security

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Q.2.				
	State True/False	e .		
(75)	The cost of ERP se	oftware configuration	and implementation	is very high.
(76)	The Security price of ERP installation		iated license fees and	other charges are the main problems
(77)	To run an ERP sy	stem, trained and exp	perienced employees a	re to be appointed in the enterprise.
(78)	Implementation o	f an ERP needs to fol	low high measures or	n each and every stage.
Ans.	(75) True	(76) False	(85) True	(86) False
Q.3.	Multiple Choice	Question (Single (Choice)	
(75)	The cost of ERP s	oftware configuration	and implementation	is very
	(A) High	(B) Trained	(C) Security	(D) Flexible
(76)	Thepri problems of ERP	7	ssociated license fee	s and other charges are the main
	(A) High	(B) Trained	(C) Security	
(77)	To run an ERP s enterprise.	ystem,	_and experienced en	apployees are to be appointed in the
	(A) High	(B) Trained	(C) Security	(D) Flexible
(78)	Implementation of	of an ERP needs to fol	llowmeas	ures on each and every stage.
	(A) High	(B) Trained	(C) Security	(D) Flexible
Ans.	(75) High	(76) High	(77) Trained	(78) Security
		e Two Correct Answerstem,and _	employees ar	e to be appointed in the enterprise.
Ans.	(A) Trained (B) (1) (A) Trained	Product (C) Accurs (E) Experie		ant information (E) Experienced
san kabana saka sa				ant information (E) Experienced
Q.7.	(1) (A) Trained Answer Briefly		nced	ant information (E) Experienced
Q.7. Q.12.	(1) (A) Trained Answer Briefly Write down the	(E) Experie	nced	
Q.7. Q.12. (1)	(1) (A) Trained Answer Briefly Write down the The cost of ERP s	(E) Experie Limitations in ER oftware configuration f the package, associa	nced P implementation and implementation	
Q.7. Q.12. (1) (2)	(1) (A) Trained Answer Briefly Write down the The cost of ERP s The High price of ERP installation To run an ERP sy	(E) Experie Limitations in ER oftware configuration f the package, association. stem, Trained and ex	P implementation and implementation ated license fees and conceptions	is very High other charges are the main problems are to be appointed in the enterprise.
Q.7. Q.12. (1) (2)	(1) (A) Trained Answer Briefly Write down the The cost of ERP s The High price of ERP installation To run an ERP sy	(E) Experie Limitations in ER oftware configuration f the package, association. stem, Trained and ex	P implementation and implementation ated license fees and conceptions	is very High other charges are the main problems
Q.7. Q.12. (1) (2) (3) (4)	(1) (A) Trained Answer Briefly Write down the The cost of ERP s The High price of ERP installation To run an ERP sy	(E) Experie Limitations in ER oftware configuration f the package, association. stem, Trained and ex of an ERP needs to for	P implementation and implementation ated license fees and conceptions	is very High other charges are the main problems are to be appointed in the enterprise.
Q.7. Q.12. (1) (2) (3) (4)	(1) (A) Trained Answer Briefly Write down the The cost of ERP's The High price of ERP installation To run an ERP sylimplementation of Fill in the blank	(E) Experie Limitations in ER oftware configuration f the package, association. stem, Trained and ex of an ERP needs to for	P implementation and implementation ated license fees and conceptions	is very High other charges are the main problems are to be appointed in the enterprise. res on each and every stage.
Q.7. Q.12. (1) (2) (3) (4) Q.1. (79)	Answer Briefly Write down the The cost of ERP's The High price of of ERP installation To run an ERP sy Implementation of Fill in the blank The concept ofhigh levels of aut	(E) Experie Limitations in ER oftware configuration f the package, association. stem, Trained and ex of an ERP needs to for services are impaction is goin omation.	P implementation and implementation ated license fees and conception and implementation ated license fees and conception are also are at the conception at the conception are at the conception at the concepti	is very High other charges are the main problems are to be appointed in the enterprise. res on each and every stage. ness operations. P. It will help businesses to achieve
Q.7. Q.12. (1) (2) (3) (4) Q.1. (79)	Answer Briefly Write down the The cost of ERP's The High price of of ERP installation To run an ERP system than the blank The concept of high levels of aut	(E) Experie Limitations in ER oftware configuration f the package, association. stem, Trained and ex of an ERP needs to for services are impaction is goin omation.	P implementation and implementation ated license fees and conception and implementation ated license fees and conception are also are at the conception at the conception are at the conception at the concepti	a is very High other charges are the main problems are to be appointed in the enterprise. res on each and every stage. ness operations.
Q.7. Q.12. (1) (2) (3) (4) Q.1. (79) (80)	Answer Briefly Write down the The cost of ERP's The High price of of ERP installation To run an ERP sy Implementation of Fill in the bland The concept ofhigh levels of aut future ERP.	(E) Experie Limitations in ER oftware configuration f the package, association. stem, Trained and ex of an ERP needs to for association is goin omation, analytics and date	P implementation and implementation ated license fees and conception and implementation ated license fees and conception are at the security measures are at the security measures are at a management feature.	are to be appointed in the enterprise. res on each and every stage. ness operations. P. It will help businesses to achieve ares built into ERP will be the next
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Q.2.	State T	True/Fals	e.					
(79)	Artificial Intelligence services are impacting every facet of business operations.							
) The concept of embedded business intelligence is going to revolutionize ERP. It will help businesses to achieve high levels of automation.							
(81)	Machine Learning, analytics and data management features built into ERP will be the next future ERP.							
(82)	There w	vill be mor	e ERP transactions to	riggered	by sensors a	nd external systems or device	es.	
Ans.	(79) Tru	ie	(80) False	(81)	False	(82) True		
Q.3.	Multip	le Choice	Question (Single (Choice)		h europa aktikopie elipipi in minere eropa propiet solgen propiet elipipi elipipi Propiet elipipi elipi Natana elipipi		
(79)	# Time Processing and the state of the state		_services are impactin	ng every	facet of busin	ness operations.		
		ficial Inte			Machine Lear			
	(C) Emb	oedded bu	siness intelligence	(D) S	Sensors			
(80)		ncept of _ vels of aut		g to revo	lutionize ER	P. It will help businesses to a	achieve	
	(A) Arti	ficial Inte	lligence	(B) I	Machine Lear	rning		
	(C) Emb	oedded bu	siness intelligence	(D) S	Sensors	//		
(81)	future F	ERP.	, analytics and dat	a manag	gement featu	res built into ERP will be th	ie next	
	(A) Arti	ficial Inte	lligence	(B) Machine Learning				
	(C) Emb	oedded bu	siness intelligence	(D) S	(D) Sensors			
(82)	There w	vill be mor	e ERP transactions tr	riggered	by	and external systems or d	evices.	
		ficial Inte			(B) Machine Learning			
	(C) Emb	edded bu	siness intelligence	(D) S	Sensors			
Ans.	(79) A	rtificial In	telligence	(80)	Machine L	earning		
	(81) E	mbedded	business intelligence	(82)	Sensors			
Q.2.	Multip	le Choice	Three Correct Ans	wers				

(1)		and	features built into ERP	will be the
	next future ERP.			
	(A) Sensors	(B) Embedded business into	elligence	
	(C) Analytics	(D) External Systems	(E) Data management	
(2)	There will be more ERP tra	nsactions triggered by	andor	•
	(A) Sensors	(B) Embedded business into	elligence	
	(C) Analytics	(D) External Systems	(E) Devices	
L M C	(1) (B) Emboddod hyginaga	intelligence (C) Analytics	(F) Date managemen	

(D) External Systems (E) Devices

(2) (A**)** Sensors

Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Artificial Intelligence services	(a)	Impacting every facet of business operations
(2)	Machine Learning		Help businesses to achieve high levels of automation
(3)	Embedded business intelligence	(c)	Built into ERP will be the next future ERP
(4)	Sensors	(d)	External systems or devices

Q.7. Answer Briefly

Q.13. State the future of ERP.

- (1) Artificial Intelligence services are impacting every facet of business operations.
- (2) The concept of Machine Learning is going to revolutionize ERP. It will help businesses to achieve high levels of automation.
- (3) Embedded business intelligence, analytics and data management features built into ERP will be the next future ERP.
- (4) There will be more ERP transactions triggered by Sensors and external systems or devices.

Textbook Exercise

Q.1. Fill in the blanks.

(1) An is a group of people and other resources working together for a common goal.

Ans: Enterprise

(2) Different types of resources in an enterprise are men,, money and machine.

Ans: Material

(3) The module can collect financial data from various functional departments and generate valuable financial reports.

Ans: Financial

(4) Ais a source of an organization's electronically stored data.

Ans: Data Warehouse

Q.2. State True or False.

(1) Planning helps to improve future performance of an organisation.

Ans: True

(2) MIS is implemented by a company to handle its contact with its customers

Ans: False

(3) To run an ERP system, trained and experienced employees are needed.

Ans: True

(4) Better decision from an enterprise will help them to go a step ahead of its competitors.

Ans: True

Q.3. Match the following.

(A)	Column 'A'		Column 'B'
(1)	Trained Staff	(a)	ERP Package
(2)	Information integrity	(b)	Problem in ERP Implementation
(3)	Odoo	(c)	ERP Technology
(4)	MIS	(d)	Benefits of ERP

Ans. 1 - (b), 2 - (d), 3 - (a), 4 - (c)

