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## Enterprise Resource Planning (ERP)

## Q.1. Fill in the Blanks

- (1) ERP stands for \_\_\_\_\_
- (2) Information technology and its related technologies can be used for planning and organizing resources and information of an \_\_\_\_\_.
- (3) The organizations are moving to \_\_\_\_\_ packages as a solution to their information management problem.
- (4) An \_\_\_\_\_ is a group of people and other resources working 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) An \_\_\_\_\_ may consist of different sections such as manufacturing or production, planning, sales, purchase, finance, distribution etc.
- (7) Each department will have their own duties and responsibilities and they are working to achieve the objective which is set for the \_\_\_\_\_.

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.
- (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 big 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 NGO 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.
- (7) Each department will have their own duties and responsibilities and they are working to achieve the objective which is set for the Enterprise.

Ans. (1) True	(2) True	(3) False	(4) True
(5) False	(6) True	(7) True	

## Q.3. Multiple Choice Question (Single Choice)

- (1) ERP stands for \_\_\_\_\_
  - (A) Electronic Relay Planning
  - (B) Enterprise Resource Planning
  - (C) Exchange Rate Plan
  - (4) Enterprise Resource Pay
- (2) Information technology and its related technologies can be used for planning and organizing resources and information of an \_\_\_\_\_.
  - (A) Bank
  - (B) System
  - (C) Enterprise
  - (D) Commerce

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- (3) The organizations are moving to \_\_\_\_\_ packages as a solution to their information management problem.  
 (A) Electronic Relay Planning (B) Enterprise Resource Planning  
 (C) Exchange Rate Plan (D) Enterprise Resource Pay
- (4) An \_\_\_\_\_ is a group of people and other resources working together for a common goal.  
 (A) Bank (B) System (C) Enterprise (D) Commerce
- (5) An \_\_\_\_\_ acts as a single entity and an organisation is divided into different units based on the operations performed in it.  
 (A) Bank (B) System (C) Enterprise (D) Commerce
- (6) An \_\_\_\_\_ may consist of different sections such as manufacturing or production, planning, sales, purchase, finance, distribution etc.  
 (A) Bank (B) System (C) Enterprise (D) Commerce
- (7) Each department will have their own duties and responsibilities and they are working to achieve the objective which is set for the \_\_\_\_\_.  
 (A) Bank (B) System (C) Enterprise (D) Commerce

Ans. (1)	Enterprise Resource Planning	(2)	Enterprise
(3)	Enterprise Resource Planning	(4)	Enterprise (5) Enterprise
(6)	Enterprise	(7)	Enterprise

#### Q.5. Multiple Choice Three Correct Answers

- (1) Information technology and its related technologies can be used for \_\_\_\_\_ and \_\_\_\_\_ and \_\_\_\_\_.  
 (A) Planning (B) Organizing resources (C) Information of an enterprise  
 (D) Management (E) Commerce

Ans. (1) (A) Planning (B) Organizing resources (C) Information of an enterprise.

#### Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Enterprise	(a)	Working together for a common goal

#### Q.7. Answer 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.

- (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 of \_\_\_\_\_ in 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 improve future performance, by establishing objectives and selecting a course of action, for the benefit of the organisation.

Ans. (8) Resources (9) Enterprise (10) Planning

**Q.2. True or False**

- (8) There are different types of planning in an enterprise like men, material, money and machine.  
 (9) Information system can be designed for various departments of an enterprise so that accurate and timely data can be provided to the concerned persons.  
 (10) Planning helps managers to improve future performance, by establishing objectives and selecting a course of action, for the benefit of the organisation.

Ans. (8) False (9) True (10) True

**Q.3. Multiple Choice Question (Single Choice)**

- (8) There are different types of \_\_\_\_\_ in an enterprise like men, material, money and machine.  
 (A) Resources (B) Enterprise (C) Planning (D) Information Technology  
 (9) Information system can be designed for various departments of an \_\_\_\_\_ so that accurate and timely data can be provided to the concerned persons.  
 (A) Resources (B) Enterprise (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) Enterprise (C) Planning (D) Information Technology

Ans. (8) Resources (9) Enterprise (10) Planning

**Q.4. Multiple Choice Two Correct Answers**

- (1) Information system can be designed for various departments of an enterprise so that \_\_\_\_\_ and \_\_\_\_\_ can be provided to the concerned persons.  
 (A) Resources (B) Enterprise (C) Planning (D) Accurate (E) Timely data

Ans. (1) (D) Accurate (E) Timely data

**Q.6. Match the following**

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

**Q.7. Answer Briefly****Q.2. What is Resource & Planning?**

- (1) There are different types of **Resources** in an enterprise like men, material, money and machine.
- (2) Information system can be designed for various departments of an **Enterprise** so that accurate and timely data can be provided to the concerned persons.
- (3) **Planning** helps managers to improve future performance, by establishing objectives and selecting a course of action, for the benefit of the organisation.

**Q.1. 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 available to all departments.
- (13) \_\_\_\_\_ replaces the old standalone computer systems in each area of an enterprise such as 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 made available to all departments.
- (13) Enterprise Resource Planning replaces the old standalone computer systems in each area of an 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 available 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 such as finance, human resource, manufacturing, sales, etc.  
 (A) Enterprise      (B) Centralized Database      (C) Enterprise Resource Planning  
 (D) Marketing

**Ans. (11) Enterprise      (12) Centralized Database      (13) Enterprise Resource Planning**

**Q.4. Multiple Choice Two Correct Answers**

- (1) An enterprise can be considered as a \_\_\_\_\_ and all its departments as its \_\_\_\_\_.
- (A) Centralized database (B) System (C) Departments (D) Sub systems  
(E) Enterprise
- (2) Information about the entire enterprise can be stored in a \_\_\_\_\_ and it is made available to all \_\_\_\_\_.
- (A) Centralized database (B) System (C) Departments (D) Sub systems  
(E) Enterprise

Ans. (1)	(B) System	(D) Sub systems
(2)	(A) Centralized database	(C) Departments

**Q.6. Match the following**

(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. Answer Briefly****Q.3. Discuss the concept of Enterprise Resource Planning**

- (1) An **Enterprise** can be considered as a system and all its departments as its sub systems.
- (2) Information about the entire enterprise can be stored in a **Centralized Database** and it is made available to all departments.
- (3) **Enterprise Resource Planning** replaces the old standalone computer systems in each area of an enterprise such as finance, human resource, manufacturing, sales, etc.

**Q.1. Fill in the Blanks**

- (14) The \_\_\_\_\_ system helps the management in making the planning process more productive and efficient.
- (15) The entire \_\_\_\_\_ package contains many modules or sub units.
- (16) \_\_\_\_\_ is the core of many ERP software packages.
- (17) \_\_\_\_\_ can collect financial data from various functional departments and generate valuable financial reports.
- (18) \_\_\_\_\_ 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) \_\_\_\_\_ ERP enables an enterprise to combine technology and business processes to Manufacturing module
- (22) \_\_\_\_\_ also provides freedom to change manufacturing and planning methods as and when required.

Ans. (14) Enterprise Resource Planning	(15) Enterprise Resource Planning
(16) Financial module	(17) Financial module
(18) Financial reports	(19) Financial module
(20) Manufacturing module	(21) 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.

Ans. (14) True	(15) True	(16) False	(17) True	(18) True
(19) True	(20) False	(21) True	(22) True	

**Q.3. Multiple Choice Question (Single Choice)**

- (14) The \_\_\_\_\_ system helps the management in making the planning process more productive and efficient.
- (A) Enterprise Resource Planning (B) Financial module  
(C) Financial reports (D) Manufacturing module
- (15) The entire \_\_\_\_\_ package contains many modules or sub units.
- (A) Enterprise Resource Planning (B) Financial module  
(C) Financial reports (D) Manufacturing module
- (16) \_\_\_\_\_ is the core of many ERP software packages.
- (A) Enterprise Resource Planning (B) Financial module  
(C) Financial reports (D) Manufacturing module
- (17) \_\_\_\_\_ can collect financial data from various functional departments and generate valuable financial reports.
- (A) Enterprise Resource Planning (B) Financial module  
(C) Financial reports (D) Manufacturing module
- (18) \_\_\_\_\_ include balance sheets, general ledger, trial balance, financial statements, etc.
- (A) Enterprise Resource Planning (B) Financial module  
(C) Financial reports (D) Manufacturing module

- (19) \_\_\_\_\_ also includes financial accounting, investment management, enterprise controlling and treasury.  
 (A) Enterprise Resource Planning (B) Financial module  
 (C) Financial reports (D) Manufacturing module
- (20) \_\_\_\_\_ contains necessary business rules to manage the entire production process.  
 (A) Enterprise Resource Planning (B) Financial module  
 (C) Financial reports (D) Manufacturing module
- (21) \_\_\_\_\_ ERP enables an enterprise to combine technology and business processes to get integrated solutions.  
 (A) Enterprise Resource Planning (B) Financial module  
 (C) Financial reports (D) Manufacturing module
- (22) \_\_\_\_\_ also provides freedom to change manufacturing and planning methods as and when required.  
 (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             |
| (20) Manufacturing module              | (21) Manufacturing module         |
| (22) Manufacturing module              |                                   |

#### Q.4. Multiple Choice Two Correct Answers

- (1) The ERP system helps the management in making the planning process more \_\_\_\_\_ and \_\_\_\_\_.  
 (A) Modules (B) Productive (C) Sub units (D) Efficient  
 (E) Financial reports
- (2) The entire Enterprise Resource Planning package contains many \_\_\_\_\_ or \_\_\_\_\_.  
 (A) Modules (B) Productive (C) Sub units (D) Efficient  
 (E) Financial reports
- (3) Financial module can collect \_\_\_\_\_ from various functional departments and generate valuable \_\_\_\_\_.  
 (A) Financial data (B) Productive (C) Sub units (D) Efficient  
 (E) Financial reports
- (4) Manufacturing module ERP enables an enterprise to combine \_\_\_\_\_ and \_\_\_\_\_ to get integrated solutions.  
 (A) Financial data (B) Productive (C) Sub units (D) Technology  
 (E) Business processes
- (5) Manufacturing module also provides freedom to change \_\_\_\_\_ and \_\_\_\_\_ as and when required.  
 (A) Manufacturing (B) Planning methods (C) Financial data (D) Productive  
 (E) Sub units

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.

**Q.1. Fill in the Blanks**

- (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.



- (29) \_\_\_\_\_ helps for generating purchase order 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. True or False

- (23) Human Resource module is used for optimising the utilisation of available resources and helps the organisation to plan their production.  
 (24) Production planning module identifies the materials required, allocates optimal resources using data and sales forecasting with the sales data.  
 (25) HR stands for Human Resource.  
 (26) Production planning module maintains an updated and complete employee database.  
 (27) Purchase Module covers processes of maintaining the appropriate level of stock in the warehouse.  
 (28) Inventory control module is responsible for identifying the inventory requirements and setting the target of the stock items required.  
 (29) Inventory control module helps for generating purchase order evaluating the supplier, and billing.  
 (30) Purchase Module is closely connected with the inventory, finance and production planning module.

Ans. (23) False	(24) True	(25) True	(26) False	(27) False
(28) True	(29) False	(30) True		

### Q.3. Multiple Choice Question (Single Choice)

- (23) \_\_\_\_\_ is used for optimising the utilisation of available resources and helps the organisation to plan their production.  
 (A) Production planning module (B) Human Resource module  
 (C) Inventory control module (D) Human Resource
- (24) \_\_\_\_\_ identifies the materials required, allocates optimal resources using data and sales forecasting with the sales data.  
 (A) Production planning module (B) Human Resource module  
 (C) Inventory control module (D) Human Resource
- (25) HR stands for \_\_\_\_\_.  
 (A) Production planning module (B) Human Resource module  
 (C) Inventory control module (D) Human Resource
- (26) \_\_\_\_\_ maintains an updated and complete employee database.  
 (A) Production planning module (B) Human Resource module  
 (C) Inventory control module (D) Human Resource
- (27) \_\_\_\_\_ covers processes of maintaining the appropriate level of stock in the warehouse.  
 (A) Production planning module (B) Human Resource module  
 (C) Inventory control module (D) Human Resource

- (28) \_\_\_\_\_ is responsible for identifying the inventory requirements and setting the target of the stock items required.
- (A) Production planning module (B) Human Resource module  
(C) Inventory control module (D) Human Resource
- (29) \_\_\_\_\_ helps for generating purchase order evaluating the supplier, and billing.
- (A) Production planning module (B) Human Resource module  
(C) Inventory control module (D) Purchase Module
- (30) \_\_\_\_\_ is closely connected with the inventory, finance and production planning module.
- (A) Production planning module (B) Human Resource module  
(C) Inventory control module (D) Purchase 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.4. Multiple Choice Two Correct Answers

- (1) Production planning module identifies the materials required, allocates optimal resources using \_\_\_\_\_ and \_\_\_\_\_ forecasting with the 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) Inventory control module is responsible for identifying the \_\_\_\_\_ requirements and setting the target of the \_\_\_\_\_ required.
- (A) Inventory (B) Stock items (C) Supplier  
(D) Billing (E) Retailer
- (4) Purchase Module helps for generating purchase order evaluating the \_\_\_\_\_, and \_\_\_\_\_
- (A) Inventory (B) Stock items (C) Supplier  
(D) Billing (E) Retailer

Ans. (1) (B) Data (D) Sales	(2) (D) Updated (E) Complete
(3) (A) Inventory (B) Stock items	(4) (C) Supplier (D) Billing

#### Q.5. Multiple Choice Three Correct Answers

- (1) Purchase Module is closely connected with the \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- (A) Billing (B) Inventory (C) Finance (D) Retailer  
(E) Production planning module

Ans. (1) (B) Inventory	(C) Finance	(E) Production planning module
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**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**

- (31) \_\_\_\_\_ is used for monitoring and tracking customer orders.
- (32) \_\_\_\_\_ helps for tracking enquiries, order placement, order scheduling, dispatching and invoicing.
- (33) \_\_\_\_\_ is closely integrated with the e-commerce website of the organization.
- (34) \_\_\_\_\_ is used for managing the quality of the product.
- (35) The \_\_\_\_\_ fulfils the following functions-Quality planning, Quality inspection and Quality control.

<b>Ans.</b> (31) Marketing module	(32) Sales and distribution module
(33) Sales and distribution module.	(34) Quality management module
(35) 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.

- (33) Sales and distribution module is closely integrated with the e-commerce website of the organization.
- (34) Marketing module is used for managing the quality of the product.
- (35) The Quality management module fulfils the following functions-Quality planning, Quality inspection and Quality control.

Ans. (31) False	(32) True	(33) True	(34) False	(35) True
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### Q.3. Multiple Choice Question (Single Choice)

- (31) \_\_\_\_\_ is used for monitoring and tracking customer orders.
- (A) Marketing module (B) Sales and distribution module  
(C) Quality management module (D) E commerce Module
- (32) \_\_\_\_\_ helps for tracking enquiries, order placement, order scheduling, dispatching and invoicing.
- (A) Marketing module (B) Sales and distribution module  
(C) Quality management module (D) E commerce Module
- (33) \_\_\_\_\_ is closely integrated with the e-commerce website of the organization.
- (A) Marketing module (B) Sales and distribution module  
(C) Quality management module (D) E commerce Module
- (34) \_\_\_\_\_ is used for managing the quality of the product.
- (A) Marketing module (B) Sales and distribution module  
(C) Quality management module (D) E commerce Module
- (35) The \_\_\_\_\_ fulfils the following functions-Quality planning, Quality inspection and Quality control.
- (A) Marketing module (B) Sales and distribution module  
(C) Quality management module (D) E commerce Module

Ans. (31) Marketing module	(32) Sales and distribution module
(33) Sales and distribution module	(34) Quality management module
(35) Quality management module	

### Q.4. Multiple Choice Two Correct Answers

- (1) Marketing module is used for \_\_\_\_\_ and \_\_\_\_\_.
- (A) Distribution Module (B) Monitoring (C) Tracking Customer Orders  
(D) Sales Module (E) Quality management module

Ans. (1) (B) Monitoring	(C) Tracking Customer Orders
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### Q.5. Multiple Choice Three Correct Answers

- (1) The quality management module fulfils the following functions \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- (A) Distribution module (B) Quality planning (C) Sales Module  
(D) Quality Inspection (E) Quality control

Ans. (1) (B) Quality planning	(D) Quality Inspection	(E) Quality control
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**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 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) The \_\_\_\_\_ consists of all the activities associated with moving goods from the supplier to the customer.
- (43) \_\_\_\_\_ begins with collecting raw materials and ends with receiving the goods by the consumer.
- (44) \_\_\_\_\_ very important for companies 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.

- (40) Product Life Cycle Management will collect relevant data from inside and outside an enterprise.
- (41) Management Information System has the capability to generate reports as and when the user demands it.
- (42) The Supply chain consists of all the activities associated with moving goods from the supplier to the customer.
- (43) Supply Chain Management begins with collecting raw materials and ends with receiving the goods by the consumer.
- (44) Product Life Cycle Management very important for companies to move product to their customers quickly.

Ans. (36) True	(37) False	(38) True	(39) True	(40) False
(41) True	(42) True	(43) True	(44) False	

### Q.3. Multiple Choice Question (Single Choice)

- (36) PLM stands for \_\_\_\_\_
- (A) Product Life Cycle Management (B) Product Line Management  
(C) Product Line Machine (D) Process Life Cycle Management
- (37) \_\_\_\_\_ is the process of managing the entire life cycle of a product.
- (A) Product Life Cycle Management (B) Management Information System  
(C) Supply Chain Management (D) Business Management
- (38) \_\_\_\_\_ is used for determining the lifespan of a product.
- (A) Product Life Cycle (B) Management Information System  
(C) Supply Chain Management (D) Business Management
- (39) MIS stands for \_\_\_\_\_
- (A) Marketing Information System (B) Machine Information System  
(C) Management Information Software (D) Management Information System
- (40) \_\_\_\_\_ will collect relevant data from inside and outside an enterprise.
- (A) Product Life Cycle (B) Management Information System  
(C) Supply Chain Management (D) Business Management
- (41) \_\_\_\_\_ has the capability to generate reports as and when the user demands it.
- (A) Product Life Cycle (B) Management Information System  
(C) Supply Chain Management (D) Business Management
- (42) The \_\_\_\_\_ consists of all the activities associated with moving goods from the supplier to the customer.
- (A) Product Life Cycle (B) Management Information System  
(C) Supply Chain (D) Business Management
- (43) \_\_\_\_\_ begins with collecting raw materials and ends with receiving the goods by the consumer.
- (A) Product Life Cycle (B) Management Information System  
(C) Supply Chain Management (D) Business Management
- (44) \_\_\_\_\_ very important for companies to move product to their customers quickly.
- (A) Product Life Cycle (B) Management Information System  
(C) Supply Chain Management (D) Business Management

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.5. Multiple Choice Three Correct Answers**

- (1) In MIS there are three components those are \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- (A) Management      (B) Information      (C) System  
(D) Marketing      (E) Software

Ans. (1) (A) Management      (B) Information      (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

**Q.1. 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.

- (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 of \_\_\_\_\_ consists of a database to store entire information about the customer.
- (51) DSS stands for \_\_\_\_\_
- (52) \_\_\_\_\_ are interactive, computer-based systems that aid users in judgment and choice activities.
- (53) \_\_\_\_\_ focuses on providing help in analysing situations rather than providing right information in the form of various types of reports.
- (54) \_\_\_\_\_ needs a strong database management system to provide the support in decision making.

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
(51) True	(52) False	(53) True
(54) True		



**Q.3. Multiple Choice Question (Single Choice)**

- (45) CRM stands for \_\_\_\_\_  
 (A) Customer Relationship Management (B) Customer Record Management  
 (C) Client Relationship Management (D) Customer Record Machine
- (46) \_\_\_\_\_ is a term applied to processes implemented by a company to handle its contact with its customers.  
 (A) Customer Relationship Management (B) Decision Support System  
 (C) Client Relationship Management (D) Customer Record Machine
- (47) \_\_\_\_\_ covers methods and technologies used by companies to manage their relation ships with clients.  
 (A) Customer Relationship Management (B) Decision Support System  
 (C) Client Relationship Management (D) Customer Record Machine
- (48) \_\_\_\_\_ includes the capture, storage and 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 of \_\_\_\_\_ must 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 information about the customer.  
 (A) Customer Relationship Management (B) Decision Support System  
 (C) Client Relationship Management (D) Customer Record Machine
- (51) DSS stands for \_\_\_\_\_  
 (A) Direct Support System (B) Decision System Support  
 (C) Demand Support System (D) Decision Support System
- (52) \_\_\_\_\_ are interactive, computer-based systems that aid users in judgment and choice activities.  
 (A) Customer Relationship Management (B) Decision Support System  
 (C) Client Relationship Management (D) Customer Record Machine
- (53) \_\_\_\_\_ focuses on providing help in analysing situations rather than providing right information in the form of various types of reports.  
 (A) Customer Relationship Management (B) Decision Support System  
 (C) Client Relationship Management (D) Customer Record Machine
- (54) \_\_\_\_\_ needs a strong database management 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

**Q.4. Multiple Choice Two Correct Answers**

- (1) The data gathered as a part of Customer Relationship Management must consider \_\_\_\_\_ and \_\_\_\_\_.
- (A) Customer privacy                      (B) Interactive                      (C) Computer-based systems  
(D) Data security                      (E) MIS
- (2) Decision Support System are \_\_\_\_\_, \_\_\_\_\_ that aid users in judgment and choice activities.
- (A) Customer privacy                      (B) Interactive                      (C) Computer-based systems  
(D) Data security                      (E) MIS

Ans. (1)	(A) Customer privacy	(D) Data security
(2)	(B) Interactive	(C) Computer-based systems

**Q.5. Multiple Choice Three Correct Answers**

- (1) Customer Relationship Management includes the \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- (A) Interactive                      (B) Computer-based systems                      (C) Capture  
(D) Storage                      (E) Analysis of Customer Information

Ans. (1)	(C) Capture	(D) Storage	(E) Analysis of Customer Information
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**Q.6. Match the following**

(A)	Column 'A'		Column 'B'
(1)	Customer Relationship Management	(a)	Customer privacy and data security
(2)	Decision Support System	(b)	Needs a strong database management system

**Q.7. Answer Briefly****Q.8. Discuss the Customer Relationship Management & Decision Support System.**

- (1) CRM stands for **Customer Relationship Management**.
- (2) **Customer Relationship Management** is a term applied to processes implemented by a company to handle its contact with its customers.
- (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.

(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.
- (56) The ERP310 package from \_\_\_\_\_ provides strong finance and accounting module.
- (57) SAP stands for \_\_\_\_\_
- (58) \_\_\_\_\_ developed Customer Relationship Management (CRM), Supply Chain Management (SCM), and Product Life cycle Management (PLM) software.
- (59) \_\_\_\_\_ is an open source ERP tool that offers capabilities such as CRM, HR, accounting, sales, document management, inventory management, invoicing, project management.
- (60) \_\_\_\_\_ is a free online ERP solution that works for businesses of all sizes.
- (61) \_\_\_\_\_ includes apps for customer relationship management (CRM), project management, task management, employee management, document management, and human resource (HR) management.
- (62) \_\_\_\_\_ is part of Microsoft business solutions.
- (63) \_\_\_\_\_ ERP is a business accounting software for accounting, inventory and payroll system.

Ans. (55) Oracle	(56) Oracle	(57) Systems Applications and Products
(58) Systems Applications and Products	(59) Odoo	(60) Bitrix24
(61) Bitrix24	(62) Microsoft Dynamics	(63) Tally

### Q.2. True or False

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

Ans. (55) False	(56) True	(57) True	(58) False	(59) True
(60) False	(61) True	(62) True	(63) False	

**Q.3. Multiple Choice Question (Single Choice)**

- (55) \_\_\_\_\_ was originally known for its database system rather than its ERP system.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Bitrix24
- (56) The ERP310 package from \_\_\_\_\_ provides strong finance and accounting module.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Bitrix24
- (57) SAP stands for \_\_\_\_\_  
 (A) Software Applications and Products (B) System Analytics Product  
 (C) Systems Applications and Products (D) Software Analytics Product
- (58) \_\_\_\_\_ developed Customer Relationship Management (CRM), Supply Chain Management (SCM), and Product Life cycle Management (PLM) software.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Bitrix24
- (59) \_\_\_\_\_ is an open source ERP tool that offers capabilities such as CRM, HR, accounting, sales, document management, inventory management, invoicing, project management.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Bitrix24
- (60) \_\_\_\_\_ is a free online ERP solution that works for businesses of all sizes.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Bitrix24
- (61) \_\_\_\_\_ includes apps for customer relationship management (CRM), project management, task management, employee management, document management, and human resource (HR) management.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Bitrix24
- (62) \_\_\_\_\_ is part of Microsoft business solutions.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Microsoft Dynamics
- (63) \_\_\_\_\_ ERP is a business accounting software for accounting, inventory and payroll system.  
 (A) Oracle (B) Systems Applications and Products  
 (C) Odoo (D) Tally

Ans. (55) Oracle	(56) Oracle
(57) Systems Applications and Products	(58) Systems Applications and Products
(59) Odoo	(60) Bitrix24
(61) Bitrix24	(62) Microsoft Dynamics
(63) Tally	

**Q.4. Multiple Choice Two Correct Answers**

- (1) The ERP310 package from Oracle provides strong \_\_\_\_\_ and \_\_\_\_\_ module.  
 (A) Customer Relationship Management (CRM) (B) Finance  
 (C) Supply Chain Management (SCM)  
 (D) Product Life cycle Management (PLM) software (E) Accounting

Ans. (1) (B) Finance (E) Accounting

**Q.5. Multiple Choice Three Correct Answers**

- (1) Systems Applications and Products (SAP) developed \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
- (A) Accounting (B) Customer Relationship Management (CRM)  
 (C) Inventory (D) Supply Chain Management (SCM)  
 (E) Product Life cycle Management (PLM) software
- (2) Tally ERP is a business accounting software for \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- (A) Accounting (B) Inventory (C) Payroll system  
 (D) Supply Chain Management (SCM) (E) Product Life cycle Management (PLM) software

Ans. (1) (B) Customer Relationship Management (CRM) (D) Supply Chain Management (SCM)  
 (E) Product Life cycle Management (PLM) software  
 (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.

**Q.1. Fill in the blanks.**

- (64) New trend in ERP development and use involves vendors making the software available to client companies on the \_\_\_\_\_.
- (65) The communication between the server where an ERP system is installed and many clients (End-User Pc's) is done through the \_\_\_\_\_.
- (66) Implementation of \_\_\_\_\_ ERP gives the end user cost effective solution tool for ERP management.
- (67) Today, many ERP systems (ERP suites) run in the cloud as a \_\_\_\_\_.
- (68) A \_\_\_\_\_ ERP makes it easier and more secure for businesses to manage their information.
- (69) Alternatively, a company can have a \_\_\_\_\_ ERP that runs some of their systems in the cloud and other systems on premise.

Ans. (64) Internet	(65) Internet	(66) Web based
(67) Software as a Service	(68) Cloud	(69) Hybrid

**Q.2. True or False**

- (64) New trend in ERP development and use involves vendors making the software available to client companies on the Web based.
- (65) The communication between the server where an ERP system is installed and many clients(End-User Pc's) is done through the Internet.
- (66) Implementation of Internet ERP gives the end user cost effective solution tool for ERP management.
- (67) Today, many ERP systems (ERP suites) run in the cloud as a Hybrid.
- (68) A Cloud ERP makes it easier and more secure for businesses to manage their information.
- (69) Alternatively, a company can have a Hybrid ERP that runs some of their systems in the cloud and other systems on premise.

Ans. (64) False	(65) True	(66) False	(67) False
(68) True	(69) True		

**Q.3. Multiple Choice Question (Single Choice)**

- (64) New trend in ERP development and use involves vendors making the software available to client companies on the \_\_\_\_\_.
- (A) Internet      (B) Web based      (C) Cloud      (D) Hybrid
- (65) The communication between the server where an ERP system is installed and many clients(End-User Pc's) is done through the \_\_\_\_\_.
- (A) Internet      (B) Web based      (C) Cloud      (D) Hybrid
- (66) Implementation of \_\_\_\_\_ ERP gives the end user cost effective solution tool for ERP management.
- (A) Internet      (B) Web based      (C) Cloud      (D) Hybrid
- (67) Today, many ERP systems (ERP suites) run in the cloud as a \_\_\_\_\_.
- (A) Internet      (B) Software as a Service      (C) Cloud      (D) Hybrid
- (68) A \_\_\_\_\_ ERP makes it easier and more secure for businesses to manage their information.
- (A) Internet      (B) Software as a Service      (C) Cloud      (D) Hybrid

(69) Alternatively, a company can have a \_\_\_\_\_ ERP that runs some of their systems in the cloud and other systems on premise.

- (A) Internet (B) Software as a Service (C) Cloud (D) Hybrid

Ans. (64) Internet	(65) Internet	(66) Web based
(67) Software as a Service	(68) Cloud	(69) Hybrid

#### Q.4. Multiple Choice Two Correct Answers

(1) A cloud ERP makes it \_\_\_\_\_ and more \_\_\_\_\_ for businesses to manage their information.

- (A) Easier (B) Cloud (C) Secure (D) Premise (E) Hybrid

(2) Alternatively, a company can have a hybrid ERP that runs some of their systems in the \_\_\_\_\_ and other systems on \_\_\_\_\_.

- (A) Easier (B) Cloud (C) Secure (D) Premise (E) Hybrid

Ans. (1) (A) Easier (C) Secure (2) (B) Cloud (D) Premise

#### Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Internet	(a)	The communication between the server where an ERP system is installed
(2)	Web based ERP	(b)	Gives the end user cost effective solution tool for ERP
(3)	Software as a Service	(c)	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 systems in the cloud and other systems on premise

#### Q.7. Answer Briefly

#### Q.10. Explain ERP and Internet

- (1) New trend in ERP development and use involves vendors making the software available to client companies on the **Internet**.
- (2) The communication between the server where an ERP system is installed and many clients(End-User Pc's) is done through the **Internet**.
- (3) Implementation of **Web based ERP** gives the end user cost effective solution tool for ERP management.
- (4) Today, many ERP systems (ERP suites) run in the cloud as a **Software as a Service**.
- (5) A **Cloud ERP** makes it easier and more secure for businesses to manage their information.
- (6) Alternatively, a company can have a **Hybrid ERP** that runs some of their systems in the cloud and other systems on premise.

#### Q.1. Fill in the blanks.

- (70) \_\_\_\_\_ means meeting maximum customers' requirements for a product or service.
- (71) In today's competitive world, an enterprise has to plan and manage the future cleverly. To achieve this an enterprise needs high quality, relevant, updated and \_\_\_\_\_.
- (72) Accurate and relevant information given to decision makers will help them to take better \_\_\_\_\_.

- (73) An ERP system allows organizations to be more \_\_\_\_\_ so that they can more easily adapt and capitalize on new business opportunities.
- (74) The most important advantage of ERP is in its promotion of integration of various departments and hence we will get an \_\_\_\_\_ form of information about the enterprise.

Ans. (70) Customer satisfaction	(71) Accurate information	(72) Decision
(73) Flexible	(74) Integrated	

### Q.2. True or False

- (70) Customer satisfaction means meeting maximum customers' requirements for a product or service.
- (71) In today's competitive world, an enterprise has to plan and manage the future cleverly. To achieve this an enterprise needs high quality, relevant, updated and Customer satisfaction .
- (72) Accurate and relevant information given to decision makers will help them to take better Decision.
- (73) An ERP system allows organizations to be more flexible so that they can more easily adapt and capitalize on new business opportunities.
- (74) The most important advantage of ERP is in its promotion of integration of various departments and hence we will get an accurate information form of information about the enterprise.

Ans. (70) True	(71) False	(72) True	(73) True	(74) False
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### Q.3. Multiple Choice Question (Single Choice)

- (70) \_\_\_\_\_ means meeting maximum customers' requirements for a product or service.  
 (A) Customer satisfaction (B) Accurate information (C) Decision (D) Flexible
- (71) In today's competitive world, an enterprise has to plan and manage the future cleverly. To achieve this an enterprise needs high quality, relevant, updated and \_\_\_\_\_.  
 (A) Customer satisfaction (B) Accurate information (C) Decision (D) Flexible
- (72) Accurate and relevant information given to decision makers will help them to take better \_\_\_\_\_.  
 (A) Customer satisfaction (B) Accurate information (C) Decision (D) Flexible
- (73) An ERP system allows organizations to be more \_\_\_\_\_ so that they can more easily adapt and capitalize on new business opportunities.  
 (A) Customer satisfaction (B) Accurate information (C) Decision  
 (D) Flexible
- (74) The most important advantage of ERP is in its promotion of integration of various departments and hence we will get an \_\_\_\_\_ form of information about the enterprise.  
 (A) Customer satisfaction (B) Accurate information (C) Decision (D) Integrated

Ans. (70) Customer satisfaction	(71) Accurate information
(72) Decision	(73) Flexible
(74) Integrated	

### Q.4. Multiple Choice Two Correct Answers

- (1) Customer satisfaction means meeting maximum customers' requirements for a \_\_\_\_\_ or \_\_\_\_\_.  
 (A) Product (B) Accurate (C) Relevant information (D) Adapt (E) Service
- (2) \_\_\_\_\_ and \_\_\_\_\_ given to decision makers will help them to take better decision.  
 (A) Product (B) Accurate (C) Relevant information (D) Adapt (E) Service



(3) An ERP system allows organizations to be more flexible so that they can more easily \_\_\_\_\_ and \_\_\_\_\_ on new business opportunities.

(A) Product (B) Accurate (C) Relevant information (D) Adapt (E) Capitalize

Ans. (1) (A) Product (E) Service (2) (B) Accurate (C) Relevant information  
(3) (D) Adapt (E) Capitalize

### Q.5. Multiple Choice Three Correct Answers

(1) In today's competitive world, an enterprise has to plan and manage the future cleverly. To achieve this an enterprise needs \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and accurate information.

(A) Product (B) Accurate (C) High quality (D) Relevant (E) Updated

Ans. (1) (C) High quality (D) Relevant (E) Updated

### Q.6. Match 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. Answer Briefly

#### Q.11. State the benefits of ERP

- (1) **Customer satisfaction** means meeting maximum customers' requirements for a product or service.
- (2) In today's competitive world, an enterprise has to plan and manage the future cleverly. To achieve this an enterprise needs high quality, relevant, updated and **Accurate information**.
- (3) Accurate and relevant information given to decision makers will help them to take better **Decision**
- (4) An ERP system allows organizations to be more **Flexible** so that they can more easily adapt and capitalize on new business opportunities.
- (5) The most important advantage of ERP is in its promotion of integration of various departments and hence we will get an **Integrated** form of information about the enterprise.

### Q.1. Fill in the blanks.

- (75) The cost of ERP software configuration and implementation is very \_\_\_\_\_
- (76) The \_\_\_\_\_ price of the package, associated license fees and other charges are the main problems of ERP installation.
- (77) To run an ERP system, \_\_\_\_\_ and experienced employees are to be appointed in the enterprise.
- (78) Implementation of an ERP needs to follow \_\_\_\_\_ measures on each and every stage.

Ans. (75) High (76) High (77) Trained (78) Security

**Q.2. State True/False.**

- (75) The cost of ERP software configuration and implementation is very high.
- (76) The Security price of the package, associated license fees and other charges are the main problems of ERP installation.
- (77) To run an ERP system, trained and experienced employees are to be appointed in the enterprise.
- (78) Implementation of an ERP needs to follow high measures on each and every stage.

Ans. (75) True	(76) False	(85) True	(86) False
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**Q.3. Multiple Choice Question (Single Choice)**

- (75) The cost of ERP software configuration and implementation is very \_\_\_\_\_  
 (A) High (B) Trained (C) Security (D) Flexible
- (76) The \_\_\_\_\_ price of the package, associated license fees and other charges are the main problems of ERP installation.  
 (A) High (B) Trained (C) Security (D) Flexible
- (77) To run an ERP system, \_\_\_\_\_ and experienced employees are to be appointed in the enterprise.  
 (A) High (B) Trained (C) Security (D) Flexible
- (78) Implementation of an ERP needs to follow \_\_\_\_\_ measures on each and every stage.  
 (A) High (B) Trained (C) Security (D) Flexible

Ans. (75) High	(76) High	(77) Trained	(78) Security
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**Q.3. Multiple Choice Two Correct Answers**

- (1) To run an ERP system, \_\_\_\_\_ and \_\_\_\_\_ employees are to be appointed in the enterprise.  
 (A) Trained (B) Product (C) Accurate (D) Relevant information (E) Experienced

Ans. (1) (A) Trained (E) Experienced
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**Q.7. Answer Briefly****Q.12. Write down the Limitations in ERP implementation**

- (1) The cost of ERP software configuration and implementation is very **High**
- (2) The **High** price of the package, associated license fees and other charges are the main problems of ERP installation.
- (3) To run an ERP system, **Trained** and experienced employees are to be appointed in the enterprise.
- (4) Implementation of an ERP needs to follow **Security** measures on each and every stage.

**Q.1. Fill in the blanks**

- (79) \_\_\_\_\_ services are impacting every facet of business operations.
- (80) The concept of \_\_\_\_\_ is going to revolutionize ERP. It will help businesses to achieve high levels of automation.
- (81) \_\_\_\_\_, analytics and data management features built into ERP will be the next future ERP.
- (82) There will be more ERP transactions triggered by \_\_\_\_\_ and external systems or devices.

Ans. (79) Artificial Intelligence	(80) Machine Learning
(81) Embedded business intelligence	(82) Sensors

**Q.2. State True/False.**

- (79) Artificial Intelligence services are impacting every facet of business operations.
- (80) 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 will be more ERP transactions triggered by sensors and external systems or devices.

Ans. (79) True	(80) False	(81) False	(82) True
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**Q.3. Multiple Choice Question (Single Choice)**

- (79) \_\_\_\_\_ services are impacting every facet of business operations.
- (A) Artificial Intelligence (B) Machine Learning  
(C) Embedded business intelligence (D) Sensors
- (80) The concept of \_\_\_\_\_ is going to revolutionize ERP. It will help businesses to achieve high levels of automation.
- (A) Artificial Intelligence (B) Machine Learning  
(C) Embedded business intelligence (D) Sensors
- (81) \_\_\_\_\_, analytics and data management features built into ERP will be the next future ERP.
- (A) Artificial Intelligence (B) Machine Learning  
(C) Embedded business intelligence (D) Sensors
- (82) There will be more ERP transactions triggered by \_\_\_\_\_ and external systems or devices.
- (A) Artificial Intelligence (B) Machine Learning  
(C) Embedded business intelligence (D) Sensors

Ans. (79) Artificial Intelligence	(80) Machine Learning
(81) Embedded business intelligence	(82) Sensors

**Q.2. Multiple Choice Three Correct Answers**

- (1) \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ features built into ERP will be the next future ERP.
- (A) Sensors (B) Embedded business intelligence  
(C) Analytics (D) External Systems (E) Data management
- (2) There will be more ERP transactions triggered by \_\_\_\_\_ and \_\_\_\_\_ or \_\_\_\_\_.
- (A) Sensors (B) Embedded business intelligence  
(C) Analytics (D) External Systems (E) Devices

Ans. (1) (B) Embedded business intelligence	(C) Analytics	(E) Data management
(2) (A) Sensors	(D) External Systems	(E) Devices

## Q.6. Match the following

(A)	Column 'A'		Column 'B'
(1)	Artificial Intelligence services	(a)	Impacting every facet of business operations
(2)	Machine Learning	(b)	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) A ..... is 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)

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