

(Three Hours)

Total Marks: 80

- N. B.: 1. Q. No. 1 is compulsory.
2. Attempt any THREE questions from the remaining questions
3. Assume suitable data wherever necessary
4. Figures to the right indicate full marks.

- Q.1 Write short notes on the following. (Any FOUR) (20)
- Integrated MRP-JIT production system
 - SAP R/3 Client Server Architecture
 - ERP and E-Com
 - Components of MRP system
 - Kaizen as Change Agent
- Q.2 a) Briefly explain the features and functionalities that are important before selecting an ERP solution for the company. (10)
- b) Discuss overview of ERP system for a manufacturing industry with different functional modules. (10)
- Q.3 a) Explain MRP-II in detail. State advantages of MRP-II over MRP-I. (10)
- b) What are the reasons for the growth of the ERP market? (10)
- Q.4 a) What is CRM? How does CRM help in improving the efficiency of an organization? (10)
- b) What is product structure? Explain the concept of 'low level coding' in product structure. (10)
- Q.5 a) Which are the functional areas and business processes of a very small business? Explain. (10)
- b) How do companies organize their ERP projects? What advantages does ERP provide? (10)
- Q.6 a) Discuss two ERP applications namely Online Transaction Processing (OLTP) and Online Analytical Processing (OLAP). (10)
- b) What does ERP really cost? Explain the different hidden costs in the ERP implementation (10)
