UNIVERSITI TUN HUSSEIN ONN MALAYSIA

PEPERIKSAAN AKHIR
SEMESTER II
SESI 2008/2009

NAMA MATA PELAJARAN	:	PERANCANGAN SUMBER ENTERPRISE
KOD MATA PELAJARAN	:	BIT 3053
KURSUS	:	3 BIT
TARIKH PEPERIKSAAN	:	APRIL/MEI 2009
JANGKA MASA	:	2 JAM 30 MINIT
ARAHAN	:	JAWAB **SEMUA** SOALAN.

Instruction: Answer ALL questions.

Q1   Define the concepts below:

     (a)   Business Process Re-engineering (BPR)

     (b)   Enterprise Resource Planning (ERP) Education

     (c)   Task Training

     (d)   Data Mining

     (e)   Change Management

(10 marks)

Q2   List **FOUR** (4) causes of failure in implementing ERP system.

(4 marks)

Q3   Explain the concept of Just-in-Time Systems.

(4 marks)

Q4   The Financial Accounting module is often the first module to be implemented within an ERP system. What is the rationale?

(4 marks)

Q5   Explain **TWO (2)** benefits of Supply Chain Management (SCM).

(4 marks)

Q6   Explain **THREE (3)** important aspects to be reviewed by project team during ERP System Design Process. Give an example for each.

(6 marks)

Q7   Describe **THREE (3)** disadvantages of using an Application Service Provider (ASP) for ERP.

(6 marks)

Q8 (a) List **ONE (1)** advantage and disadvantage of making big business process change and small software change in designing ERP.

(2 marks)

(b) Discuss the policy impact on 'As Is' and 'To Be' Model in designing ERP.

(6 marks)

Q9 Discuss **FIVE (5)** differences between Technology Enabled Re-engineering and Clean Slate Re-engineering in implementing ERP system.

(10 marks)

Q10 Based on the scenario and **Table 1** below, answer the following questions:

XYZ Sdn. Bhd. has separate sales order system and accounting system. The purchase order data is transferred twice a week into accounting system which is on Monday and Thursday of each week. The sales order clerk will have to call the accounting clerk to verify credit limit for each customer purchase order.

Table 1: Customer Account

Background Data	
Current Date	28/3/2009 (Saturday)
Current list price, Choc Chunky Original	RM1.00/bar
Current list price, Choc Chunky Peanut Butter	RM1.20/bar
Accounts receivable balance at start of business day, ABC Sdn. Bhd.	RM6000
Credit limit, ABC Sdn. Bhd.	RM8000
Current Order	
Product	Choc Chunky Peanut Butter
Amount	5 cases (1,430 bars)
Price	List
Ship to	ABC Sdn. Bhd.
Date desired	30/3/2008 (Monday)
Next invoice number	A1222
Documents in system	
Purchase order ABC Sdn. Bhd. 764773 on 27/3/2008 (Friday) for three cases (858 bars) of Choc Chunky Original. This order is in the sales order system but it has not been transferred to the accounting system.	

(a) Given the state of the system, should credit be granted or denied for ABC Sdn. Bhd. current order? Justify your answer.

(4 marks)

(b) Assuming that XYZ Sdn. Bhd. integrate the sales order system and accounting system through ERP, predict **TWO (2)** possible consequences on this effect.

(6 marks)

Q11 Read the case study below and answer the following questions:

XML, ERP and E-Commerce

Occidental Chemical Corporation, a subsidiary of Occidental Petroleum, uses SAP for its chemicals and resins business. When OxyChem linked its SAP system with customer's SAP system, both companies realized tremendous customer service benefits. OxyChem has since embarked on a mission to link its SAP system with all of its customers. OxyChem has 5,000 customers of varying size in different industries. The company formed an internal team, which included customers, to study the project. The strategy they developed was to offer four different methods to integrate the systems.

The first method offers an XML-based ERP system-to-ERP system linkage between OxyChem and the customer. Once the two systems are linked, OxyChem can check the customer's ERP system to find out when it is becoming low on various raw materials. Purchase orders are automatically generated and orders flow efficiently.

The second method uses physical probes inside the customer's raw material containers. Using Web interface and sales forecasts, the system automatically sends a purchase order in XML directly into OxyChem' SAP System.

In the third method, customers go to the ChemConnect chemical trading site to order chemicals from OxyChem. These orders are created in XML, so they can flow directly into SAP into the SAP system at OxyChem.

The last, and most popular method, is an OxyChem-owned Web portal that allows customers to place orders directly with OxyChem. The company originally thought this portal would be used only by its smaller customers, but customers of all sizes use it.

Of course, OxyChem still maintains a call centre for those customers that do not want to order by computer.

(a) List the benefits of linking a manufacturer's ERP system with the customer's ERP system.

(4 marks)

(b) Why did OxyChem give customers a choice to integrate their systems? Give **TWO** (2) reasons.

(4 marks)

(c) Explain how the usage of XML-based purchase order can benefit OxyChem. Give an example XML tag which is applied to this case.

(6 marks)

Arahan: Jawab **SEMUA** soalan.

S1 Takrif konsep di bawah.

(a) Kejuruteraan Semula Proses Perniagaan (BPR)

(b) Pendidikan Perancangan Sumber Enterprise (ERP)

(c) Latihan Tugas

(d) Perlombongan Data

(e) Pengurusan Perubahan

(10 markah)

S2 Senaraikan **EMPAT (4)** sebab kegagalan dalam implementasi sistem ERP.

(4 markah)

S3 Terangkan konsep *Just-in-Time Systems*.

(4 markah)

S4 Modul Perakaunan Kewangan selalunya akan diimplementasikan terlebih dahulu dalam sistem ERP. Apakah rasionalnya?

(4 markah)

S5 Terangkan **DUA (2)** kelebihan Pengurusan Rantaian Bekalan (SCM).

(4 markah)

S6 Jelaskan **TIGA (3)** aspek penting yang perlu diselidik oleh ahli kumpulan projek semasa Proses Reka Bentuk Sistem ERP. Berikan contoh bagi setiap aspek.

(6 markah)

S7 Terangkan **TIGA (3)** kekurangan menggunakan *Application Service Provider* (ASP) untuk ERP.

(6 markah)

S8 (a) Senaraikan **SATU (1)** kelebihan dan kekurangan sekiranya membuat banyak perubahan ke atas proses perniagaan dan sedikit perubahan ke atas perisian semasa mereka bentuk ERP.

(2 markah)

(b) Bincangkan impak polisi ke atas Model '*As Is*' dan '*To Be*' semasa mereka bentuk ERP.

(6 markah)

S9 Terangkan **LIMA (5)** perbezaan di antara *Technology Enabled Re-engineering* dan *Clean Slate Re-engineering*.

(10 markah)

S10 Berdasarkan senario dan Jadual 1 di bawah, jawab soalan-soalan berikut :

XYZ Sdn. Bhd. mempunyai sistem pesanan jualan dan sistem perakaunan yang berasingan. Pesanan belian akan dipindah masuk ke dalam sistem perakaunan dua kali seminggu iaitu pada hari Isnin dan Khamis setiap minggu. Kerani pesanan jualan perlu menelefon kerani perakaunan untuk mendapatkan verifikasi had kredit untuk setiap pesanan belian pelanggan

Jadual 1: Akaun Pelanggan

Background Data	
Tarikh semasa	28/3/2008(Sabtu)
Senarai Harga Semasa, Choc Chunky Original	RM1.00/batang
Senarai Harga Semasa, Choc Chunky Peanut Butter	RM1.20/batang
Baki *accounts receivable* pada permulaan hari perniagaan, ABC Sdn Bhd.	RM6000
Credit limit, ABC Sdn. Bhd.	RM8000
Pesanan Semasa	
Produk	Choc Chunky Peanut Butter
Amaun	5 kotak(1,430 batang)
Harga	Senarai
Dihantar kepada	ABC Sdn. Bhd.
Tarikh diperlukan	30/3/2008 (Isnin)
Nombor invois seterusnya	A1222
Dokumen dalam sistem	
Pesanan belian ABC Sdn. Bhd. 764773 pada 27/3/2008 (Jumaat) untuk tiga kotak (858 batang) Choc Chunky Original. Pesanan ini dalam sistem pesanan jualan tetapi masih belum dipindah masuk ke dalam sistem perakaunan.	

(a) Melihat kepada keadaan sistem tersebut, adakah kredit akan diluluskan kepada ABC Sdn. Bhd. untuk pesanan semasa mereka? Berikan justifikasi bagi jawapan anda.

(4 markah)

(b) Andaikan XYZ Sdn. Bhd. mengintegrasikan sistem pesanan jualan dengan sistem perakaunan melalui ERP, ramalkan **DUA (2)** kemungkinan yang bakal berlaku.

(6 markah)

S11   Baca kajian kes di bawah dan jawab soalan-soalan berikut:

XML, ERP and E-Commerce

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Of course, OxyChem still maintains a call centre for those customers that do not want to order by computer.

(a)   Senarai kelebihan menghubungkan sistem ERP pengeluar dengan sistem ERP pelanggan.

(4 markah)

(b)   Mengapakah OxyChem memberi pelanggannya pilihan dalam mengintegrasikan sistem mereka? Berikan **DUA (2)** sebab.

(4 markah)

(c)   Jelaskan bagaimana penggunaan pesanan belian berasaskan XML mendatangkan faedah kepada OxyChem. Berikan contoh tag XML yang diaplikasikan dalam kajian kes ini.

(6 markah)