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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2012/2013**

**COURSE NAME : ENTERPRISE RESOURCE
PLANNING**

COURSE CODE : BIT 30503

PROGRAMME : 3 BIT

EXAMINATION DATE : JUNE 2013

DURATION : 2 HOURS AND 30 MINUTES

INSTRUCTION : ANSWER ALL QUESTIONS.

THIS QUESTION PAPER CONSISTS OF FOUR (4) PAGES

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Q1 The Enterprise Resource Planning (ERP) systems are integrated information systems and lead to more efficient business processes.

- (a) Explain why the global business needs to implement an ERP system. (6 marks)

- (b) State **TWO (2)** examples of ERP system. (2 marks)

- (c) Based on **Table 1**, fill in the functional area, process and output for sale of a smartphone from SmarTel Sdn. Bhd.

Table 1: Functional area

INPUT	FUNCTIONAL AREA	PROCESS	OUTPUT
Request to purchase smart phone			
Financial help for purchase			
Fulfillment of order			
Technical support			

(12 marks)

Q2 Given the following scenario:

HotBlog is a cafe that sell ice blended with fruit flavor. It will expand the operation from 13 branches to 34 branches across Malaysia three month from now. As Managing Director, Suffian is considering to implement ERP to simplify their jobs in managing HotBlog. However, for the time being, Suffian want HotBlog to focus on some module in ERP system before implementing fully ERP system.

- (a) Explain **THREE (3)** types of implementation in ERP System. (6 marks)

- (b) Based on the scenario above and answer in **Q2(a)**, suggest the most suitable design implementation ERP system to Suffian. Justify **ONE (1)** reason to your answer. (4 marks)

- (c) Suggest **TWO (2)** most important ERP modules to HotBlog required by Suffian. (4 marks)

- (d) Based on answer in **Q2(c)**, justify **THREE (3)** reasons why HotBlog should implement that modules. (6 marks)

Q3 The goal of production planning is to schedule production economically. So, a company can ship goods to its customers by the promised delivery dates in the most cost-efficient manner.

(a) Differentiate **THREE (3)** general approaches to production and state **ONE (1)** example of consumer product for every approaches.

(6 marks)

(b) Using a diagram, explain how SAP ERP approach can support to company to plan their production.

(14 marks)

Q4 Accounting activities can generally be classified as either financial accounting or managerial accounting.

(a) Differentiate between financial accounting with managerial accounting and give **ONE (1)** example in your explanation.

(4 marks)

(b) An unintegrated information system can cause problems on operational decisions. Explain **FIVE (5)** reasons how ERP system can cater accounting problem.

(10 marks)

(c) Business managers use accounting data to perform profitability analyses of a company and its products. However, when data are inaccurate or incomplete, the analyses are flawed. Explain **THREE (3)** main ways to counter the inaccurate or incomplete data problem.

(6 marks)

Q5 Based on the case study below, develop an Event Process Chains (EPC) diagram.

The current recruitment process for Naomei Photography takes approximately 90 days. It begins when a manager has a need for a position. The manager must complete a requisition and send it to the Human Resource (HR) department. HR reviews and assigns a number to the requisition and returns it to the manager for approval. He approves it, obtains the appropriate signatures, and then returns it to HR.

Next, HR creates a job posting and announces the position internally first through the company's Intranet, or bulletin boards of current job openings. They collect responses for eight days. HR also solicits resumes from external sources by advertising. HR prescreens resumes and forwards data on qualified candidates to the hiring manager for review. The hiring manager notifies HR of candidates to interview. She also conducts phone screens; if the phone screen is promising; HR coordinates and schedules an on-site interview. Candidate's interview with the hiring manager and with HR. HR records the interviews in an applicant flow log.

Once a candidate is selected for hire, HR and the hiring manager prepare an offer and the background check is initiated. The hiring manager then must approve the offer and obtain the required signatures on an internal associate data/change form. Subsequently, she must extend the offer verbally to the candidate while HR sends the written offer, including a start date for work. Once the applicant accepts the offer, a drug screening is scheduled with the candidate, who must also sign and return the offer letter to HR. HR notifies the hiring manager of the candidate's acceptance. Finally, if the drug test comes back negative, the new employee completes 'new-hire' orientation on the date hired.

(20 marks)

-END OF QUESTIONS-