UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER II
SESSION 2014/2015

COURSE NAME	:	ENTERPRISE RESOURCE PLANNING
COURSE CODE	:	BIT 30503
PROGRAMME	:	3 BIT
EXAMINATION DATE	:	JUNE 2015 / JULY 2015
DURATION	:	3 HOURS
INSTRUCTION	:	ANSWER **ALL** QUESTIONS.

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

Q1 (a) Supply Chain Management (SCM) is the oversight of materials, information, and finances as they move in a process from supplier to manufacturer to wholesaler to retailer to consumer. Describe **FIVE (5)** outputs from Supply Chain Management (SCM) in functional area of information systems.

(10 marks)

(b) Based on Figure **Q1(b)**, explain **FIVE (5)** inputs for Accounting and Finance functional area exchange data with customers.
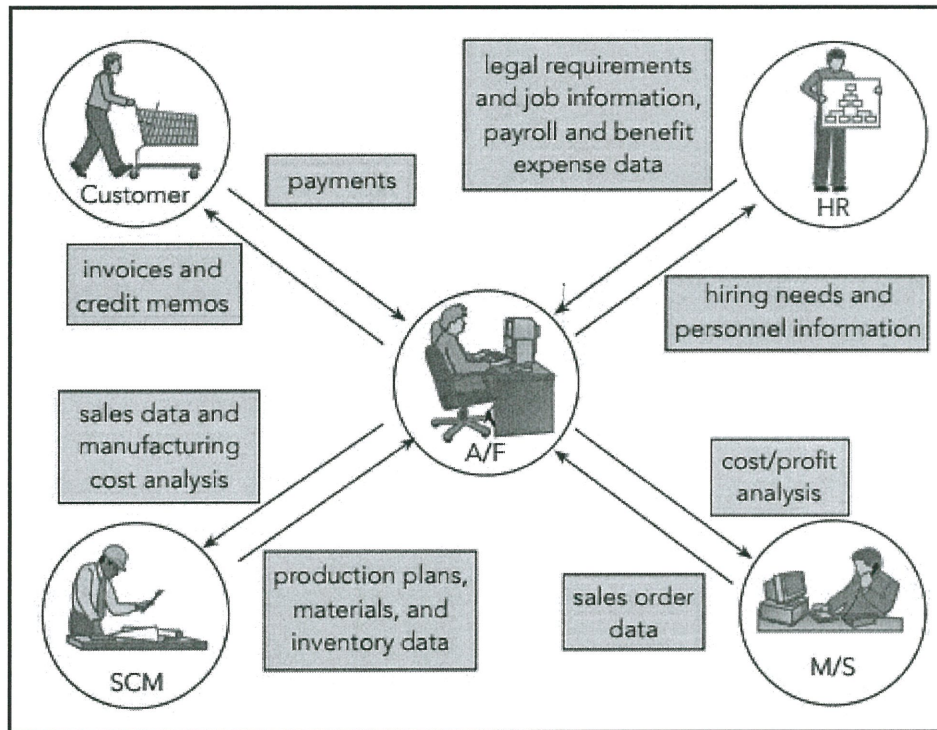
(10 marks)

FIGURE Q1(b)

Q2 (a) As a manager, you need to start thinking in terms of business processes rather than business functions. For example, a customer wants to purchase a brand new of Samsung mobile phone. Based on the Table 1, demonstrate the functional area, process and output that related to business processes.

(10 marks)

Table 1: Business Processes

Input	Functional area responsible for input	Process	Output
Request to purchase computer			
Financial help for purchase			
Technical support			
Fulfillment of order			

(b) The Marketing and Sales area needs information from all other functional areas to do its job. Relate the Marketing and Sales functional area to other functional areas.

(10 marks)

Q3 (a) Production planning involves effective scheduling of the production of goods. Differentiate **THREE (3)** general approaches to production of goods by giving an example of a type of good that is suited to its application.

(6 marks)

(b) Outline each step of the production planning process. Support your explanation of each step with figure of how it would be performed.

(14 marks)

3

Q4   (a)   You are the Fitter Snacker salesperson calling on the local headquarters for a chain of convenience stores in your area. You just started this job, and you are nervous about meeting your customer for the first time. Analyze **FIVE (5)** problems you might encounter when taking and filling the order, if you are using the old Fitter Snacker.

(10 marks)

(b)   An ERP system can improve the sales order process in several ways because ERP systems use a common database. It can minimize data entry errors and provide accurate information in real time to all users. An ERP system can also track all transactions (such as invoices, packing lists, RMA numbers, and payments) involved in the sales order. The SAP ERP Sales and Distribution module treats the sales order process as a cycle of events. Explain **FIVE (5)** events for ERP system.

(10 marks)

Q5   (a)   Construct an ERP system design process steps involves based on the case study in Figure **Q5(a)**.

A small startup business company wants to sell gadgets imported from China. The company re-branding the product and make their own label as "Triton". In the early phase of entrepreneurship process, customers need to request the availability of the products manually. Before they can make payment using online bank transfer they will get an invoice emailed from the company. After years, the products are re-invented and the ERP system need to change some part of the system especially payment method. The company hires a vendor to rebuild the ERP system. Only a minor part of an ERP system is changed to integrate the online payment management system.

FIGURE Q5(a)

(10 marks)

(b)   Propose an ERP system design process tools and techniques involve in the case study in Figure **Q5(a)**.

(10 marks)

-END OF QUESTION-

CONFIDENTIAL