



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2017/2018**

COURSE NAME : ENTERPRISE RESOURCE PLANNING
COURSE CODE : BIT 30503
PROGRAMME CODE : BIT
EXAMINATION DATE : DECEMBER 2017 / JANUARY 2018
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

- Q1** (a) Define Enterprise Resource Planning (ERP). (2 marks)
- (b) State **TWO (2)** Enterprise Resource Planning benefits. (4 marks)
- (c) Should every business buy an ERP package? Discuss. (4 marks)

- Q2** (a) How can ERP helps Fitter Snacker in solving their problem based on **Figure Q2 (a)**.

Fitter Snacker Company keeps inventory levels fairly low, and inventory levels change rapidly during the day. Picker might go to the shelves to pick an order and discover that there are not enough of the desired type of snack bars to fill the order. To determine what to do in this situation, order picker might have conversations with warehouse supervisor, production supervisor, and sales clerks.

Figure Q2 (a)

(8 marks)

- (b) List **TWO (2)** important principles for production planning. (2 marks)
- Q3** (a) Describe how the Human Resource functional area exchange data to the others functional area. Use a diagram to assist your explanation. (12 marks)
- (b) You are going to start a new business that needs 5 staff. Based on Human Resources functional area, discuss on what you should do to cater the need of staff for the new business. Your discussion should include at least **TWO (2)** business functions of Human Resources. (8 marks)

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- Q4** (a) There are two common financial statements: balance sheets and income statements. Give **TWO (2)** balance sheets and income statements function. (6 marks)
- (b) Out of date or inaccurate accounting data that result from an unintegrated information system can cause problems when a company is making operational decisions. How can ERP system cater accounting problem? (6 marks)
- (c) Define direct cost and indirect costs. (4 marks)
- (d) Give **TWO (2)** example for each type of costs based on answer in **Q4(c)**. (4 marks)
- Q5** (a) Process-modeling tools provide a way to describe a business process. Give **TWO (2)** advantages of process models. (4 marks)
- (b) ERP software such as System Analysis and Program Development (SAP) consists of business applications that support business processes such as Event Process Chain (EPC). Describe **TWO (2)** types of structure for EPC. (6 marks)
- (c) Based on **Figure Q5 (c)**, develop one Event Process Chains (EPC) diagram.

Salmi is a salesperson in Segar Maya Fresh Market. Every month she need to submit monthly sales report online if she have Internet access or she must send in form of paper report. Report then can be review by the manager.

Figure Q5 (c)

(10 marks)

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-END OF QUESTION -