



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

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

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

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THIS QUESTION PAPER CONSISTS OF FIVE (5) PAGES

- Q1** (a) What is Business Process? (2 marks)
- (b) List **FOUR (4)** main functional areas in Enterprise Resource Planning (ERP). (4 marks)
- (c) Discuss the inefficiency caused by functional model of business organization. (4 marks)
- Q2** (a) Give **TWO (2)** examples of Return on Investment (ROI) for ERP implementation. (4 marks)
- (b) Justify **THREE (3)** reasons on why some companies have more success with ERP than others. (6 marks)
- Q3** (a) Discuss **TWO (2)** principles of production planning based on **Figure Q3(a)**. (5 marks)

Maimon Enterprise is a company that produces chocolate bar. The company produces 2 types of chocolate bars name MN-A, MN-B. Approximately, each production line can produce 200 bars of MN-A and MN-B a minute. However, Maimon has problems in deciding how many bars to make and when to make them. They can solve this by using important principles for production planning.

**Figure Q3(a)**

- (b) Illustrate ERP approach for production planning process using a diagram. (5 marks)

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**Q4** (a) Differentiate between Customer Relationship Management (CRM) and Supply Chain Management (SCM). (4 marks)

(b) Discuss **TWO (2)** problems in a typical sale order process that can be reduced if Maimon Enterprise implement an effective information system based on **Figure Q4(b)**. (6 marks)

Assume you work in Maimon Enterprise Sales and Marketing Department. A typical sale order process involve three separated information systems throughout the company for three functional areas: the sales order system, the warehouse system, and the accounting system. Information from each system is shared electronically through periodic file transfers (sales order system to accounting system) and manually by paper printout (credit status from the Accounting department to sales clerks).

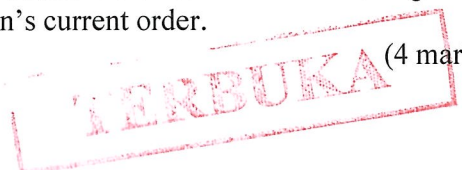
**Figure Q4(b)**

**Q5** **Table Q5** shows data from Maimon Enterprise’s current credit-check system. Maimon Enterprise has not implemented an ERP System. Answer questions **Q5(a)** and **Q5(b)** based on **Table Q5**.

**Table Q5: ABC Corporation Data**

|  |                      |
|--|----------------------|
| Background Data  |                      |
| Today’s Date   | 2/4/18               |
| Current list price, MN-A   | RM1.50/bar           |
| Current list price, MN-B   | RM1.60/bar           |
| Accounts receivable balance at start of business day, ABC Corporation  | RM6000               |
| Credit limit, ABC Corporation  | RM8000               |
| Current Order  |                      |
| Product  | MN-B                 |
| Amount   | 5 cases (1,440 bars) |
| Price  | List                 |
| Ship to  | ABC Headquarters     |
| Date desire  | 6/4/18               |
| Next invoice number  | A1222                |
| Documents in system  |                      |
| Purchase order ABC 82332 for three cases (864 bars) of MN-A. This order is in the sales order entry program, but it has not been transferred to the accounting program (thus, Accounting does not yet know about this sale). |                      |

(a) Calculate credit valuation and determine whether credit will be granted or denied for ABC Corporation’s current order. (4 marks)



- (b) Calculate credit valuation and determine whether credit will be granted or denied if Maimon Enterprise implemented ERP system and the data is processed in a more timely way.

(6 marks)

**Q6** Based on **Figure Q6**, answer question **Q6(a)** and **Q6(b)**.

**Using ERP through an Application Service Provider (ASP)**

SAP software is run at over 400 universities as part of SAP's University Alliance. The University Alliance program grants access to SAP's ERP software for classroom use. At the time the University of Delaware began its University Alliance program, in the 1990s, each university was required to purchase its own server (which at the time could cost upwards of \$50,000) and had to train its own system administrators. With over 100 universities in the Alliance, managing all of the systems became a significant problem for SAP. On the academic side, operating the system was a chore for the university's systems administration personnel because managing the SAP system was usually an added duty on top of their normal responsibilities. To address these problems, SAP's University Alliance program developed its own ASPs, which it termed University Competency Centers (UCC). Rather than having every university administer its own system, the Alliance has four universities serve as UCCs and host the other members of the University Alliance, meaning that the UCCs act as ASPs for the other members. For SAP, the task of managing four UCCs is much easier than providing support for hundreds of individual universities. Another benefit is that the UCCs have worked together to develop unique competencies in administering systems for education—a specialized task. All universities that use a UCC to host their systems gain from this increased competency. If every university hosted its own system, it would be very difficult to share the knowledge developed at hundreds of universities.

For students, accessing an SAP system from a UCC seems no different from accessing a system at their own university, except that the UCC system is usually much faster, and the software is current and ready for use.

**Figure Q6**

- (a) Gives **TWO (2)** advantages and disadvantages for the University of Delaware of using an ASP for its ERP delivery.

(4 marks)

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- (b) Distinguish **THREE (3)** challenges to a university of running a complicated program such as SAP. (6 marks)

- Q7** (a) Based on **Figure Q7**, develop an Event Process Chain (EPC) diagram including organizational elements for the Human Resources (HR) process. (15 marks)

The Functional Manager review resumes; if candidates are accepted, the Human Resource Officer is notified to interview candidates. Then the Human Resource Officer will conduct a phone interview; if the phone interview is promising, the officer coordinates and schedules an on-site interview. Candidate is interviewed by the Functional Manager and the Human Resource Officer. The Human Resource Officer records the interviews in an applicant flow log after the

**Figure Q7**

- (b) Explain the activities in Value Analysis Process. (5 marks)

**-END OF QUESTION -**

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