



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2018/2019**

COURSE NAME : ENTERPRISE RESOURCE
PLANNING
COURSE CODE : BIT 30503
PROGRAMME CODE : BIT
EXAMINATION DATE : JUNE / JULY 2019
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF FOUR (4) PAGES

- Q1** (a) Give **THREE (3)** limitations of Enterprise Resource Planning (ERP) System. (6 marks)
- (b) Discuss **TWO (2)** risks of making modifications to a purchased ERP package. (4 marks)
- Q2** (a) Explain why some companies fail in ERP implementation? (4 marks)
- (b) Give your opinion on the claim that ERP software is rigid or inflexible. (6 marks)
- Q3** (a) Describe the different ways of categorizing Customer Relationship Management (CRM). (6 marks)
- (b) How is CRM integrated with the processes associated with data analysis? (4 marks)
- Q4** (a) Justify why a company would want to outsource their ERP implementation? (4 marks)
- (b) What is the SaaS model and its relation to ERP systems? (6 marks)

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

Table Q5: XYZ Corporation Data

Background Data	
Today’s Date	2/4/19
Current list price, AB-1	RM1.50/unit
Current list price, AB-2	RM1.60/unit
Accounts receivable balance at start of business day, XYZ Corporation	RM7000
Credit limit, XYZ Corporation	RM10000
Current Order	
Product	AB-2
Amount	5 cases (1,440 unit)
Price	List
Ship to	XYZ Headquarters
Date desire	6/4/19
Next invoice number	A1232
Documents in system	
Purchase order XYZ 82342 for three cases (864 units) of AB-1. 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 XYZ Corporation’s current order. (4 marks)
- (b) Calculate credit valuation and determine whether credit will be granted or denied, if Zainab Enterprise implemented ERP system and the data is processed in a more timely way. (6 marks)

- Q6**
- (a) Discuss the relationship between a company’s supply chain strategy and competitive strategy. (4 marks)
 - (b) Discuss **THREE (3)** differences between e-procurement and e-fulfillment. (6 marks)

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- Q7 (a)** Based on **Figure Q7**, develop an Event Process Chain (EPC) diagram including organizational elements for the Human Resources (HR) process. (16 marks)

Candidates' interview with the Functional Manager and with HR Specialist. HR Specialist records the interviews in an applicant flow log. Once a candidate is selected for hire, HR Specialist and the Functional Manager prepare an offer, and the background check is initiated simultaneously. If the background check is unsuccessful, they have to reselect a new candidate. The Functional Manager then must approve the offer and make sure the background check is successful only then he can obtain the required signatures on an internal associate data/change form.

Figure Q7

- (b)** What role does Change Management play in the ERP life cycle? (4 marks)

-END OF QUESTIONS -

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