Unit 1 : ERP : An Overview

1. Material Requirement Planning (MRP) utilizes software applications for scheduling _________.
   A. sales management.
   B. production processes.
   C. marketing techniques.
   D. human resource management.
   ANSWER: B

2. ERP supports ________ currency value.
   A. multiple.
   B. single.
   C. three.
   D. five.
   ANSWER: A

3. ERP package will handle ________ business functionalities.
   A. one.
   B. two.
   C. three.
   D. all.
   ANSWER: D

4. The most important step of ERP implementation is ________ phase.
   A. installing.
   B. training.
   C. gap analysis.
   D. testing.
   ANSWER: C
5. An enterprise is a group of people with ________.
   A. common goal.
   B. separate goal for each department.
   C. multiple goals.
   D. two or more goals.
   ANSWER: A

6. In _______, entire organization is considered as a system and the departments are its subsystem.
   A. business way.
   B. general.
   C. enterprise way.
   D. planning.
   ANSWER: C

7. An information system produces information using the ________ cycle.
   A. data analysis.
   B. input-process-output.
   C. input-output.
   D. process-input-output.
   ANSWER: B

8. __________ used to support the old process to become useful in the new process, involves reducing some requirements while expanding others.
   A. Transitioning the information.
   B. software management.
   C. front-office software.
   D. information system.
   ANSWER: A

9. The traditional business system is called as ________.
   A. modern method.
   B. advanced method.
   C. effective method.
10. Which of the following method is used to produce reports about data.
   A. Decision Support Systems.
   B. Executive Information Systems.
   C. Query/Report Writing Tool.
   D. All the above.
   ANSWER: D

11. _________ approaches reduces data redundancy and provide update information.
    A. Legacy system.
    B. Information system.
    C. Integrated data model.
    D. Data base.
    ANSWER: C

12. The elapsed time between placing an order and it receiving it is also known as _____.
    A. elapsed time.
    B. waiting time.
    C. time interval.
    D. expected time.
    ANSWER: A

13. In order to reduce the lead times, the organization should have an efficient _________ system.
    A. purchasing.
    B. production planning.
    C. inventory.
    D. integrated inventory.
    ANSWER: D
14. Customer specific products are also known as __________.
A. make-to-stock.
B. make-to-order.
C. goods.
D. expected products.
ANSWER: B

15. Using __________ system, business can gain effective control over engineering change orders.
A. engineering change control.
B. engineering change order.
C. inventory.
D. production planning.
ANSWER: A

16. In the case of make-to-order items, the ERP systems save time by integrating with _______ systems.
A. engineering change control.
B. engineering change order.
C. CAD and CAM.
D. CAD.
ANSWER: C

17. The __________ planning features of most ERP systems offer, both rough cut and detailed capacity planning.
A. capacity.
B. production.
C. marketing.
D. test.
ANSWER: A

18. _________ is the process by which different functional areas can work together to design and develop a product that meets the needs of the customer.
A. Software Engineering.
B. Concurrent Engineering.
C. Knowledge Engineering.
D. Database.
ANSWER: B

19. _________ is a key issue in the formation of strategic plans in companies.
   A. Computerized.
   B. Quantity.
   C. Quality.
   D. Flexibility.
   ANSWER: D

20. The business information has _______ fundamental characteristics.
   A. 1
   B. 2
   C. 3
   D. many
   ANSWER: C

21. The CRM system consist of _____ components.
   A. 2.
   B. 3.
   C. 5.
   D. many.
   ANSWER: B

22. _________ is the first phase in BPR.
   A. Begin organizational change.
   B. Identifying BPR opportunities.
   C. Reengineering the process.
   D. Blueprint the new business system.
   ANSWER: A

23. The first step in business strategy is ________.
   A. planning.
   B. develop blueprint.
   C. marketing.
   D. assessment.
   ANSWER: D
24. During the __________ session the reengineering must also consider new technologies.
   A. planning
   B. implementing.
   C. brainstorming.
   D. training.
   ANSWER: C

25. The reengineering team must consider ________ in the redesign of a process.
   A. all resources.
   B. all process stakeholders.
   C. existing system.
   D. legacy system.
   ANSWER: B

26. The ________ contains models of the redesigned organizational structure.
   A. planning report.
   B. blueprint.
   C. marketing strategy.
   D. implementation report.
   ANSWER: B

27. Transforming the workforce will require a _________.
   A. array of activities.
   B. blueprint.
   C. training and education.
   D. planning.
   ANSWER: A

28. The primary concept of ________ is that storing huge amount of data.
   A. data mining.
   B. OLAP.
   C. supply chain management.
   D. data warehousing.
   ANSWER: D
29. A data warehouse is a collection of ________ that is critical to the successful execution of enterprise initiatives.
A. raw data.
B. tables.
C. computer based information.
D. reports.
ANSWER: C

30. W.H.Inmon is credited as the father ________ concepts.
A. Data mining.
B. Data warehouse.
C. BPR.
D. OLAP.
ANSWER: B

31. The heart of data warehouse is its ________ where the bulk of data resides.
A. current data.
B. raw data.
C. new data.
D. reports.
ANSWER: A

32. The data warehouse archives contain ________ of significant, continuing interest and value to the enterprise.
A. new data.
B. current data.
C. old data.
D. meta data.
ANSWER: C

33. ____________ oversee the day-to-day operations of respective functional areas during ERP implementation.
A. Consultant.
B. Package vendor.
C. End users.
D. Functional managers
ANSWER: D
34. Data mining is a powerful new technology to __________ from large databases.
   A. extraction of hidden predictive information.
   B. generating reports.
   C. retrieving data.
   D. show result.
   ANSWER: A

35. __________ is used to produce reports about data.
   A. Data access.
   B. DSS, EIS and query writing tools.
   C. DSS
   D. Query writing tools
   ANSWER: B

36. The __________ used by the data mining for the creation of information about data.
   A. data verification.
   B. data validation.
   C. discovery model.
   D. analysis model.
   ANSWER: C

37. __________ is the task of identifying a finite set of most categories the data set.
   A. Predicting.
   B. Classification.
   C. Deviation detection.
   D. Clustering.
   ANSWER: D

38. The OLAP concept has _________ rules.
   A. 12
   B. 10
   C. 5
   D. 50
   ANSWER: A
39. OLAP transforms data warehouse data into _________.
   A. reports.
   B. strategic information.
   C. existing data.
   D. tables.
   ANSWER: B

40. A ________ provides more than the ability to "slice and dice".
   A. single dimensional view of data.
   B. reports.
   C. multi dimensional view of data.
   D. forms.
   ANSWER: C
Unit 2 : Enterprise Modeling and Integration for ERP

41. ___________ focus on the process of communicating, teaching, demonstrating and configuring software for the business process flows.
   A. Management consultants.
   B. Application consultants.
   C. Package vendors.
   D. Functional participants.
   ANSWER: B

42. ________ departments use OLAP for applications such as budgeting, activity based costing and so on.
   A. Financial.
   B. Marketing.
   C. Purchasing.
   D. Sales.
   ANSWER: A

43. ________ information is computed data that usually reflects complex relationships.
   A. Database.
   B. Just-in-time.
   C. Real.
   D. Processed.
   ANSWER: B

44. OLAP databases must be able to do more than ________.
   A. complex aggregation.
   B. expected result.
   C. simple aggregation.
   D. derived result.
   ANSWER: C
45. The computation of the ________ is one of the most complex calculations.
   A. forecast.
   B. production.
   C. sales.
   D. planning.
   ANSWER: A

46. Expand DRP.
   A. data reprocessing.
   B. descriptive requirements planning.
   C. distribution requirements planning.
   D. data requirements planning.
   ANSWER: C

47. ________ is one of the benefits of supply chain management.
   A. Easy process.
   B. Manufacturing make-to-stock products.
   C. Minimum time.
   D. Faster response-to-market changes.
   ANSWER: D

48. ________ is a track-proven technology applicable to every company.
   A. OLAP.
   B. Supply chain management.
   C. Data mining.
   D. Data warehousing.
   ANSWER: B

49. The companies can use supply chain management for ________.
   A. critical business process.
   B. effective planning.
   C. inventory control.
   D. material management.
   ANSWER: A

50. Which committee formulates the long term goals, objectives and strategies regarding the ERP implementation.
   A. Executive committee.
   B. Project management committee.
   C. Implementation team.
51. The three fundamental characteristics of information are ________.
A. accuracy, relevancy and timeliness.
B. quality, quantity and process.
C. accuracy, quality and relevancy.
D. quality, accuracy and timeliness.
ANSWER: A

52. The main drawback of legacy system is ________.
A. less effectiveness.
B. high cost.
C. no integration.
D. more modules.
ANSWER: C

53. ________ is group of people with common goal.
A. Department
B. System.
C. Resource.
D. Enterprise.
ANSWER: D

54. The three performance related measures are ________.
A. system, hardware and software.
B. quality, quantity and product design.
C. cost, time and benefits.
D. hardware, software and product design.
ANSWER: C

55. The ________ model fails in creating the integrated information environment in business.
A. traditional information.
B. modern information.
C. ERP.
D. computerized.
ANSWER: A
56. Most organizations are implementing or planning to implement __________.
   A. packaged software solution.
   B. separate software solution.
   C. simple software.
   D. complex software.
   ANSWER: A

57. ERP system is for _______.
   A. major departments only.
   B. entire organization.
   C. marketing and sales.
   D. production department
   ANSWER: B

58. The cost of ERP is ________.
   A. depends on the package.
   B. depends on available resources.
   C. technology used
   D. all the above.
   ANSWER: D

59. ASAP road-map is a detailed project plan by _______ that describes all activities in an implementation.
   A. SAP.
   B. ORACLE.
   C. PeopleSoft.
   D. Baan.
   ANSWER: A

60. The company should conduct a ________ about the implementation and implementation strategies.
   A. feasibility study.
   B. survey.
   C. case study.
   D. test.
   ANSWER: A
61. ERP implementation process has _______ phases.
   A. one.
   B. two.
   C. five.
   D. eleven.
   ANSWER: D

62. In pre-selection phase, _______ packages will be selected.
   A. 5.
   B. 10.
   C. 15.
   D. more than 15.
   ANSWER: A

63. PeopleSoft is strong in _______.
   A. manufacturing.
   B. HR.
   C. plant and maintenance.
   D. finance.
   ANSWER: B

64. Baan company is strong in _______.
   A. manufacturing.
   B. HR.
   C. plant and maintenance.
   D. finance.
   ANSWER: A

65. What is the strategy of package evaluation?
   A. Trail and error.
   B. Accept with error.
   C. Do it right the first time.
   D. Take it as a trial.
   ANSWER: C

66. The objective of package evaluation is to find a package that covers _______ requirements.
   A. minimum.
   B. 50%.
   C. 99%.
   ANSWER: C
67. In __________ phase roles are identified and responsibilities assigned.
A. project planning.
B. gap analysis.
C. reengineering.
D. configuration.
ANSWER: A

68. The project planning phase will be headed by ________.
A. management.
B. vendor.
C. ERP in-charge.
D. consultant.
ANSWER: C

69. Normally the ERP package needs ________ of company's functional requirements.
A. 50%.
B. 60%.
C. 80%.
D. 100%.
ANSWER: C

70. The ________ team normally includes hired consultants and the in-house team.
A. work team
B. project management team.
C. executive committee.
D. all the above.
ANSWER: A

71. The ________ approach emphasizes the human element of necessary change within organizations.
A. OLAP.
B. data mining.
C. data warehousing.
D. BPR.
ANSWER: D
72. Baan company users an automated configuration tool is known as _______.
   A. industry specific templates.
   B. orgware.
   C. complete solutions.
   D. automatic updation.
   ANSWER: B

73. The test cases must be decided specifically to find the ________ in the system.
   A. methods.
   B. real cases.
   C. weak links.
   D. loops.
   ANSWER: C

74. In which phase, data conversion is done?
   A. Going live.
   B. Testing.
   C. Training.
   D. Configuration.
   ANSWER: A

75. In which phase the actual users of the system will be given training on how to use the system?
   A. Gap analysis.
   B. Reengineering.
   C. Implementation team training.
   D. End user training.
   ANSWER: D

76. ________ is the last phase in ERP implementation life cycle.
   A. Testing.
   B. End user training.
   C. Post implementation.
   D. Going live.
   ANSWER: C

77. Which is the important thing the selection of package?
   A. Selection of vendor.
   B. Selection of consultant.
   C. Selection of implementation team.
D. Assigning roles and responsibilities
ANSWER: B

78. Generally an ERP implementation can be divided into _________ phases.
   A. 1
   B. 2
   C. 3
   D. 4
   ANSWER: A

79. Which is the first phase in ERP implementation?
   A. Understanding the problem.
   B. Defining solutions.
   C. Getting down to work.
   D. Going live.
   ANSWER: A

80. _________ should determine the characteristic of the current system before implementation.
   A. Decision makers.
   B. Project team members.
   C. Decision makers and project team members.
   D. Management.
   ANSWER: C
Unit 3 : ERP Implementation

81. Which is the most critical phase in ERP implementation?
A. Understanding the problem.
B. Defining solutions.
C. Getting down to work.
D. Going live.
ANSWER: B

82. All basic definitions of information and data modeling will be made in ______ phase.
A. pre-implementation.
B. post implementation.
C. defining solutions.
D. going live.
ANSWER: C

83. During the second phase of ERP implementation ______ will be created.
A. model of existing system.
B. data design.
C. module design.
D. prototype.
ANSWER: D

84. Which phase is most difficult phase in ERP implementation?
A. Getting down to work.
B. Going live.
C. Post implementation.
D. Configuration.
ANSWER: A

85. The end-user and managers are trained ______.
A. during implementation.
B. after implementation.
C. before implementation.
D. during and after implementation.
ANSWER: D
86. ________ is one of the activities in getting down to work.
A. Analyses existing system.
B. Analyses above new system.
C. Identifying roles.
D. Document the new procedures.
ANSWER: D

87. ERP packages are ________ and set of functionalities.
A. same architecture.
B. different architecture.
C. same concept.
D. different concept.
ANSWER: B

88. In the initial stages ERP packages were targeted at ________ industry.
A. manufacturing.
B. non-manufacturing.
C. both manufacturing and non-manufacturing.
D. service oriented industry.
ANSWER: A

89. ______ process decides the success or failure of the project.
A. Handling the vendors.
B. Role of technology.
C. Selection process.
D. Implementation.
ANSWER: C

90. To evaluate the process during implementation ______ is essential.
A. executive committee.
B. top management.
C. consultation.
D. evaluation committee.
ANSWER: D

91. The company should do a ________ to limit the number of packages to be considered.
A. pre-evaluation screening.
B. post implementation.
C. project planning.
D. gap analysis.
ANSWER: A

92. ______ is one of the objectives when selecting a ERP package.
A. Accuracy.
B. Flexibility.
C. Project planning.
D. Gap analysis.
ANSWER: B

93. Most ERP packages are stronger in _____ areas.
A. all.
B. less.
C. certain.
D. general.
ANSWER: C

94. Market risk management plays a vital role in analyzing _______.
A. company's growth.
B. company's competitiveness.
C. company's sales.
D. product quality..
ANSWER: B

95. During analysis it is important to investigate ____________ of the different packages.
A. effectiveness.
B. worth.
C. cost.
D. origin.
ANSWER: D

96. The ________________ are constantly striving to lower configuration costs.
A. vendors.
B. consultants.
C. management.
D. employees.
ANSWER: A
97. __________ function helps in hiring the right people with the right skills.
   A. Recruitment management.
   B. Personnel administration.
   C. Personnel management.
   D. Organizational management.
   ANSWER: A

98. Project planning phase is _____________________ in ERP implementation.
   A. first phase.
   B. third phase.
   C. fifth phase.
   D. seventh phase.
   ANSWER: B

99. For training the employees will be divided into groups based on their___________.
   A. qualification.
   B. department.
   C. computer knowledge.
   D. current skill levels
   ANSWER: D

100. In ERP system ______ is important.
    A. upgrading techniques.
    B. modification.
    C. maintenance.
    D. evaluation.
    ANSWER: A

101. A successful training will account for a minimum of ______ of the total project cost.
    A. 10-15%.
    B. 10-20%.
    C. 5-10%.
    D. 5-15%
    ANSWER: A
102. Testing the links between ERP packages and other corporate software links that have to be building on a ____________ basis.
A. sample.
B. case-to-case.
C. random.
D. time.
ANSWER: B

103. When testing ERP system, ______________ is recommended.
A. using dummy data.
B. using sample value.
C. using approximate value.
D. running a real purchase order.
ANSWER: D

104. In legacy system, most of the data are ________________
A. exact data.
B. approximate data.
C. redundant.
D. derived data.
ANSWER: C

105. Users with heavy data analysis needs should include the cost of ________ in the ERP budget.
A. software.
B. analysis tool.
C. data warehouse.
D. hardware.
ANSWER: C

106. Once the ERP system is implemented the current ______________ will be replaced by new ones.
A. process.
B. procedures.
C. techniques.
D. process and procedures.
ANSWER: D
107. Which process makes the decision makers to get accurate information, in which format they want?
A. Decision making.
B. Planning.
C. Design.
D. Testing.
ANSWER: A

108. An ERP implementation involves ________________ changes.
A. process.
B. technological.
C. cultural.
D. both technological and cultural.
ANSWER: D

109. Who is the head in ERP implementation team?
A. Project management.
B. Executive committee.
C. Work team.
D. Technical support team.
ANSWER: B

110. Executive committee is headed by _____________________________.
A. end users.
B. consultant.
C. CIO or CEO.
D. vendor.
ANSWER: C

111. The ___________ team is comprised of the technical leader and the executive committee head.
A. project management.
B. executive committee.
C. work.
D. administrative support
ANSWER: A
112. ______ provides planning, scheduling and control of facilities and equipment.
   A. HR module
   B. Plant maintenance control.
   C. Sales and distribution.
   D. Finance.
   ANSWER: B

113. Which team is responsible for the activities such as data migration, back up and recovery?
   A. Executive committee.
   B. Administrative team.
   C. Project management.
   D. Technical support team
   ANSWER: D

114. The ______ team will contain people from the company's IT/EDP departments.
   A. in-house.
   B. executive.
   C. administrative.
   D. technical support.
   ANSWER: A

115. ______ team is responsible for making available work space.
   A. Technical support.
   B. Executive.
   C. Administrative support.
   D. Work.
   ANSWER: C

116. Which team arranges meetings and documentation during ERP implementation?
   A. Work team.
   B. Administrative support team.
   C. Project management.
   D. Technical support team.
   ANSWER: B
117. _______ are the people who have developed the ERP packages.
   A. Consultants.
   B. End users.
   C. Administrative team.
   D. Vendors.
   ANSWER: D

118. Vendors have to be upgrading their products by using _______.
   A. latest advancement in technology.
   B. new software.
   C. new modules.
   D. new concepts.
   ANSWER: A

119. The vendor should supply _______ as soon as the contract is signed.
   A. product.
   B. documentation.
   C. product and documentation.
   D. service.
   ANSWER: C

120. End user training will given by _______.
   A. consultant.
   B. vendor.
   C. technical support team.
   D. administrative support team
   ANSWER: B
Unit 4 : Technologies In ERP System

121. ________ are professionals who specialise in developing techniques.
A. Software engineers.
B. Vendors.
C. Technical support team members.
D. Business consultants.
ANSWER: D

122. _______ analyzes the profitability of internal responsibility centers.
A. Profit center accounting.
B. Funds management.
C. Market risk management.
D. Budgetting.
ANSWER: A

123. ___________ is responsible for administering each of the phases of the implementation.
A. Vendors.
B. Consultants.
C. Administrative team members.
D. Technical support team.
ANSWER: B

124. During ERP implementation __________ should be converted into tasks and should be allocated to the right people.
A. rules.
B. procedures.
C. methodologies.
D. functionality
ANSWER: C

125. Along with product details, ________ should be included in the documentation.
A. product description.
B. implementation details.
C. training methods.
D. know-how.
126. The consultant should differentiate __________ and decide on the level of customization.
A. requirements and must have.
B. requirements and nice to have.
C. must have and nice to have.
D. requirements and tasks
ANSWER: C

127. ________ sub-system allows the company to analyze financial transactions for a given period.
A. Cash management.
B. Treasury management.
C. Investment management.
D. Treasury module.
ANSWER: A

128. ____________ is the people who will be using the ERP system once it is in place.
A. Management.
B. End-user.
C. Consultant.
D. Vendor.
ANSWER: B

129. In ERP, ________ supports lead generation and direct mailing campaign.
A. manufacturing module.
B. financial module.
C. purchasing module.
D. marketing module.
ANSWER: D

130. The ________ include package vendor, hardware and peripheral vendor, networking people, consultants, and employees.
A. testing.
B. training.
C. ERP implementation.
D. ERP planning.
131. ________ sub-system examines the sources of returns.
A. Profitability analysis.
B. investment management.
C. cash management.
D. all the above.
ANSWER: A

132. The company's objective is to make the package work successfully as documented in the _______ manual.
A. vendor's.
B. consultant's.
C. management's.
D. technical support team's.
ANSWER: A

133. Who is responsible to check and verify the work that is being done satisfactory?
A. Project development team.
B. Executive committee.
C. Vendor.
D. Consultant.
ANSWER: B

134. Before the implementation _____ should sit together and prepare a work plan.
A. vendor and consultant.
B. consultant and management.
C. vendor and management.
D. consultant and company representative.
ANSWER: D

135. Who will lead the process of the work plan?
A. Company representative.
B. Vendor.
C. Consultant.
D. Management.
ANSWER: C
136. Who will point out the issues that are specific to the company during ERP implementation?
A. In-house team.
B. Management.
C. Vendor.
D. End-user.
ANSWER: A

137. ______ is the tool used to prepare a work plan with quality.
A. CAD.
B. CAM.
C. PERT.
D. Software.
ANSWER: C

138. The frequent monitoring will be done by ______ committee.
A. company representative.
B. executive.
C. project planning.
D. implementation.
ANSWER: B

139. Overhead orders sub-system collects and analyzes cost based on ________.
A. individual internal measures.
B. individual external measures.
C. company's internal measure.
D. company's internal measure.
ANSWER: A

140. ________ module facilitates the process of maintaining the appropriate level of stock in a warehouse.
A. HR.
B. Project planning.
C. Material management.
D. Purchasing.
ANSWER: C
141. One of the objectives of executive committee meeting is to address the issues that involve _______.
   A. planning phase.
   B. testing phase.
   C. decisions from the top management.
   D. training.
   ANSWER: C

142. Non technical employees and managers can act as functional experts during _______.
   A. post implementation.
   B. pre-implementation.
   C. implementation.
   D. training.
   ANSWER: B

143. The training is a ___________________ process.
   A. ongoing.
   B. new.
   C. difficult.
   D. time oriented.
   ANSWER: A

144. The long term use of ERP could change the border organization in terms of its _______.
   A. enterprise.
   B. structure
   C. function.
   D. structure and function
   ANSWER: D

145. Most companies use _______ to help with the implementation process.
   A. consultants.
   B. vendors.
   C. employees.
   D. end-users.
   ANSWER: A
146. For ERP implementation, the representatives should select from ______.
A. one department.
B. each department.
C. in house team.
D. executive committee.
ANSWER: B

147. ________ analyzes where overhead occurs within the organization.
A. Controlling.
B. Asset accounting.
C. Cost center accounting.
D. Product cost controlling.
ANSWER: C

148. _____ bringing out ERP application management tools.
A. Vendors.
B. Consultants.
C. Employees
D. Technical support team.
ANSWER: A

149. Many companies offering _______ for help desks.
A. packages
B. prepackages ERP support knowledge base.
C. documentation.
D. knowledge base.
ANSWER: B

150. __________ streamlines procurement of required raw material.
A. Marketing module.
B. Financial module.
C. Manufacturing module.
D. Purchasing module.
ANSWER: D
Unit 5: The ERP Domain

1. Which of the following describes an ERP system?
   A) ERP systems provide a foundation for collaboration between departments
   B) ERP systems enable people in different business areas to communicate
   C) ERP systems have been widely adopted in large organisations to store critical knowledge used to make the decisions that drive the organisation's performance
   D) All of the above
   Answer: D

2. What is at the heart of any ERP system?
   A) Information
   B) Employees
   C) Customers
   D) Database
   Answer: D

3. What must a system do to qualify as a true ERP solution?
   A) Be flexible
   B) Be modular and closed
   C) Extend within the company
   D) All of the above
   Answer: A  Level: Medium

4. Which of the following is a reason for ERPs explosive growth?
   A) ERP is a logical solution to the mess of incompatible applications
   B) ERP addresses the need for global information sharing and reporting
   C) ERP is used to avoid the pain and expense of fixing legacy systems
   D) All of the above
   Answer: D

5. Which of the following occurs when everyone involved in sourcing, producing, and delivering the company's product works with the same information?
   A) Eliminates redundancies
   B) Cuts down wasted time
C) Removes misinformation  
D) All of the above  
Answer: D

6. What are several different types of software, which sit in the middle of and provide connectivity between two or more software applications?  
A) Middleware  
B) Enterprise application integration middleware  
C) Automated business process  
D) e-business infrastructure  
Answer: A

7. What represents a new approach to middleware by packaging together commonly used functionality, such as providing prebuilt links to popular enterprise applications, which reduces the time necessary to develop solutions that integrate applications from multiple vendors?  
A) Middleware  
B) Enterprise application integration middleware  
C) Automated business process  
D) e-business infrastructure  
Answer: B

8. Who are the primary users of SCM systems?  
A) Sales, marketing, customer service  
B) Accounting, finance, logistics, and production  
C) Customers, resellers, partners, suppliers, and distributors  
D) All of the above  
Answer: C

9. What are the primary business benefits of an ERP system?  
A) Sales forecasts, sales strategies, and marketing campaigns  
B) Market demand, resource and capacity constraints, and real-time scheduling  
C) Forecasting, planning, purchasing, material management, warehousing, inventory, and distribution  
D) All of the above  
Answer: C
10. Who are the primary users of ERP systems?
A) Sales, marketing, customer service  
B) Accounting, finance, logistics, and production  
C) Customers, resellers, partners, suppliers, and distributors  
D) All of the above  
Answer: B

11. _______ handling and sharing has become a vital process for efficient and effective working of any organisation.
A) Material  
B) Resource  
C) Information  
D) Database  
Answer: C

12. _______ became the fundamental concept of production management and control.
   A) BOM  
   B) MRP  
   C) ERP  
   D) MRP II  
   Answer: B

13. In the _________, ERP packages were targeted at the manufacturing industry.
   A) 1970’s  
   B) 1990’s  
   C) 1980’s  
   D) 1960’s  
   Answer: B

14. The _______ should plan well and execute perfectly the implementation of ERP.
   A) Organisation  
   B) System developers  
   C) Vendors  
   D) Top Management
15. Which is one of the most critical steps in the ERP implementation?

A) Creation of Organisational Model
B) Creation of Integrated Data Model
C) Creation of Business Model
D) Creation of Data Model
Answer: B

16. What is one of the key resources of every organisation, in today’s competitive business environment?

A) Employee
B) Information
C) ERP
D) Database
Answer: B

17. When a customer needs to check the performance of the company before he places an order, which department has to be in a position to provide the necessary information?

A) Production
B) Quality
C) Marketing
D) Finance
Answer: C

18. In an integrated data model, what gives a snapshot of the organisation at any given time?

A) ERP
B) Database
C) Management
D) MIS
Answer: B
19. OLAP stands for:
A) On-Line Analytical Processing
B) On-Line Account Processing
C) On-Line Arithmetic Processing
D) On-Line Application Processing
Answer: A

20. Data mining is the process of identifying valid, new, potentially useful, and ultimately clear ___________ from databases.
A) Decision
B) Strategies
C) Information
D) Account
Answer: C

21. EIS stands for:
A) Executive Interaction System
B) Executive Interconnecting Systems
C) Executive Information Systems
D) Executive Instrumental Systems
Answer: C

22. DSS is quite ___________ and is available on request.
A) Structured
B) Non-structured
C) Semi-structured
D) Unstructured
Answer: B

23. ERP system is built on a ___________ utilising a common computing platform
A) Centralised database
B) Individual databases
C) Modular databases
D) Centralised layout
Answer: A
24. Which of the following is an example for commercial ERP
A) ERP5
B) Microsoft Dynamics AX
C) Compiere
D) Fisterra
Answer: B

25. NPV is the abbreviation of
A) Net Present Variation method
B) Net Present Value method
C) Neutral Present Value method
D) Net Preventive Value method
Answer: C

26. ERP vendors usually design their systems around standard business processes, based upon ________________
A) Business standards
B) Global standards
C) Best business practices.
D) Best profitable standards
Answer: C

27. The ______ module's internal functions do not directly interact with the data or processes of other modules.
A) Finance
B) Quality Management
C) Sales and Distribution
D) Plant Maintenance
Answer: B

28. Which among the following systems can be assigned to a cost centre directly which illustrates the interface to the cost accounting system?
A) FAPA
B) Purchasing
C) Sales and Distribution
D) CASO
Answer: D
29. Which system provides the foundation for creating concurrent business processes across the supply chain and achieving Return on Assets (ROA) improvement?
   A) Finance
   B) Inventory
   C) Manufacturing
   D) Sales
   Answer: C

30. The processes described in the quality manual can be implemented and automated in the EDP system. Here what does EDP stand for?
   A) Electronic Data Processing
   B) Electronic Dictionary Project
   C) Electrical Data Processing
   D) Employee Development Plan
   Answer: A

31. What is the key to MRP?
   A) Quantity of requirements for components are based upon the structure of the Bill of Material.
   B) Production of requirements for components are based upon the structure of the Bill of Material.
   C) Time-phasing of requirements for components are based upon the structure of the Bill of Material.
   D) Capacity of requirements for components are based upon the structure of the Bill of Material.
   Answer: C

32. During the 80s, tools were developed to assist the planning of:
   A) Production levels
   B) Priority planning system
   C) Capacity requirements
   D) Planning functions
   Answer: A
33. Complete the sentence: MRP-II systems provide…
   A) Information that is useful to all functional areas and encourage cross-functional interaction.
   B) Information with cost data
   C) Information that can be used for other company functions.
   D) Accurate inventory information.
Answer: B

34. ERP is restricted to being a _________ operations system in the country.
   A) Finance
   B) Budgeting modules
   C) Manufacturing
   D) Transaction-oriented
Answer: D

35. ________________ allow companies to enter requirements for various types of items.
   A) Purchase order
   B) Purchase requisitions
   C) Invoice
   D) General ledger
Answer: B

36. What is EDI?
   A) Electronic Data Interface
   B) Exchange Data Interchange
   C) Exchange Data Interface
   D) Electronic Data Interchange
Answer: D

37. __________ module supports the entire sales and purchase processes from start to finish.
   A) Order management
   B) Sales management
   C) Purchase management
   D) Master Data Management
Answer: A
38. ___________ evaluates whether or not customer contract agreement are being met.
A) Purchase order management
B) Sales order management
C) Master data management
D) Warehouse management
Answer: D

39. ___________ maintains reports of warehouse supplies.
A) ERP financial module
B) ERP Inventory software module
C) ERP Resource module
D) ERP verification module
Answer: B

40. Web ERP is suitable for ___________.
A) Both small and big organisations
B) Only big organisations
C) Medium scale organisations
D) Only small organisations
Answer: A

41. RFP stands for ___________.
A) Request For Productivity
B) Request For Profits
C) Request For Processing
D) Request For Proposal
Answer: D

42. Installing ERP Inventory systems is ___________.
A) Simple
B) Trouble free
C) Complex
D) Cost effective
Answer: C
43. In recent years, CRM has become a primary component of:
A) ERP vendors
B) ERP software solutions.
C) CRM software
D) CRM solutions
Answer: B

44. __________is the most common operating system for running CRM software
A) UNIX
B) Windows NT
C) Windows Vista
D) Windows XP
Answer: A

45. __________ module keeps track of liquidation process.
A) Market management module
B) Liquidation module
C) Treasury module
D) Enterprise management module
Answer: C

46. __________ system maintains employees information in graphical format.
A) Employee master data
B) Personnel administration
C) Payroll accounting
D) Benefits administration
Answer: A

47. As processes become more automated and efficient,
A) It is best to treat ERP as an investment as well as a cost-cutting measure.
B) It is not best to treat ERP as an investment as well as a cost-cutting measure.
C) It is best to treat ERP as an disinvestment as well as a cost-cutting measure.
D) It is best to treat ERP as an investment but not as a cost-cutting measure.
Answer: D
48. ETO means
A) Engineer-to-Order
B) Engineer-to-Offer
C) Enterprise-to-Order
D) Enterprise-to-Offer
Answer: A

49. The vendor should have a _______, who must constantly interact with the implementation team.
A) Liaison officer
B) Project Supervisor
C) Project Manager
D) Implementation co-ordinator
Answer: A

50. Identify the correct statement.
A) The only problem with the package vendors is that they are very expensive.
B) The only problem with the business consultants is that they are very expensive.
C) The only problem with the employee training is that it is very expensive.
D) The only problem with the planning of implementation is that it is very expensive.
Answer: B