



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
PGDMM– Two Years Course

COMPUTER MARKED ASSIGNMENT (CMA) For Jan-June 2020 semester.

Semester 4
PAPER – 22
BUSINESS PROCESS RE-ENGINEERING & ERP

Instructions:

1. Answer all 50 questions (compulsory). Each question carries 2 marks **Total : 100 Marks**
 2. Read instructions given on the OMR answer sheet and answer the questions.
-

1 ERP is short form of:

- a. Enterprise Resource Planning
- b. Enterprise Relationship Planning
- c. Entire resource Planning
- d. Enterprise Research Planning

2 ERP use software application to _____ the processes of an organization

- a. Automate
- b. Speed
- c. Growth
- d. None of the above

3 Capacity resource planning was developed in:

- a. 1970"s
- b. 1940"s
- c. 1980"s
- d. 1960"s

4 Which one of the following is not a technology of an ERP system?

- a. Supply chain management
- b. Business Process Reengineering
- c. Data Mining
- d. All of the above

5. Which one of the following is not an ERP Module from the following:

- a. HR
- b. Purchasing
- c. Inventory
- d. None of the above

6 Full form of AHP is:

- a. Analytical Hierarchy Process
- b. Analytical High Process
- c. Analytical Hierarchy Chain
- d. None of the above

7 Which one of the following is an advantage of an ERP?

- a. Business integration
- b. Better analysis and planning capabilities
- c. Use of latest technologies
- d. All of the above

- 8 Which one of the following is a indirect benefits of ERP?
- Access to accurate data
 - Faster access to data for timely decisions.
 - Improve customer response
 - All of the above
- 9 Which one of the following is a major business process of a company:
- Product Planning
 - Parts purchasing
 - Product circulation
 - All of the above
- 10 Which one of the following is a part of the organization?
- People
 - Common goal
 - Resources
 - All of the above
- 11 Which one of the following is not a myth about ERP:
- ERP means more work and procedures
 - ERP make"s many employees redundant
 - ERP integrate and automate organization processes
 - ERP is the sole responsibility of management
- 12 Which one of the following is not a part of an ERP implementation:
- Vendor representatives
 - Employees team
 - Consultants
 - customer
- 13 BPR is also known as:
- Business Process Redesign
 - Business transformation
 - Business process change management
 - All of the above
- 14 ROI stands for _____.
- Return on investment
 - Repeatable operational Information
 - Regular official information
 - None of the above
- 15 Which one of the following is not an ERP implementation strategy:
- Big bang strategy
 - Phased implementation
 - Half implementation
 - Parallel implementation
- 16 Which one of the following is an ERP life cycle phase:
- Adaptation and decision
 - Acquisition and implementation
 - Use and maintenances
 - All of the above

- 17 Full form of CEO is:
- Chief executive officer
 - Chief enterprise officer
 - A&B both
 - None of the above
- 18 Which one of the following is a success factor of ERP system:
- Project Planning
 - Architectural design
 - Phased approach
 - All of the above
- 19 The following is (are) the key components of a business process Re-engineering programme?
- Product development
 - Service delivery
 - Customer satisfaction
 - All of the above
- 20 The actual achievements compared with the objectives of the job is
- Job performance
 - Job evaluation
 - Job description
 - None of the above
- 21 Majority of the disputes in industries is (are) related to the problem of
- Wages
 - Salaries
 - Benefits
 - All of the above
- 22 In an organization initiating career planning, the career path model would essentially form the basis for
- Placement
 - Transfer
 - Rotation
 - All of the above
- 23 Section _____ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired
- 24-F
 - 24-G
 - 25-F
 - 25-G
- 24 Performance development plan is set for the employee by his immediate boss.
- Employer
 - Department Head
 - Immediate boss
 - Any of the above
- 25 The following is (are) the objective(s) of inspection.
- Quality product
 - Defect free products
 - Customer satisfaction
 - All of the above

- 26 Large recruitment _____ problematic and vice-versa
- Less
 - More
 - Any of the above
 - None
- 27 The _____ programme once installed must be continued on a permanent basis.
- Job evaluation
 - Training & Development
 - Recruitment
 - All of the above
- 28 The following person has suggested the new concept which takes into account various key factors that will tell the overall performance of a job.
- Elliot Jecques
 - Fred Luthas
 - Juran
 - None of the above
- 29 The three important components in aligning business strategy with BPR practice:
- Business Strategy, Human Resource Practices, Organisational Capabilities
 - Marketing Strategy, Human Resource Practices, Organisational Capabilities
 - Business Strategy, Human Resource Practices, Organisational structure
 - Marketing Strategy, Human Resource Practices, Organisational structure
- 30 The basic managerial skill(s) for BPR exercise is(are)
- To supervise
 - To stimulate
 - To motivate
 - All of the above
- 31 During the lay off period as a result of BPR strategy, the employer has to pay _____ of the basic wages.
- One fourth
 - Half
 - Three fourth
 - One third
- 32 _____ involves a one to one discussion between the participant and administrator.
- Counseling
 - Training
 - Motivation
 - All of the above
- 33 Point system and factor comparison methods are placed under such category
- Non-quantitative job evaluation
 - Quantitative job evaluation
 - Any of the above
 - None
- 34 _____ system stresses on discipline and there is simplicity in the form.
- Merit rating
 - Point rating
 - Both 'a' and 'b'
 - None

- 35 Stephen Knauf defined HRA as “the measurement & _____ of Human organizational inputs such as recruitment, training experience & commitment
- Qualification
 - Accounting
 - Development
 - None of the above
- 36 A key HR role in the firm will be multidisciplinary consulting around
- Individual
 - Team
 - Business unit
 - All of the above
- 37 The following are the key factors of the new economic policy.
- Privatization
 - Market friendly state
 - Liberalisation
 - All of the above
- 38 During which of the following stage, the firm plans the proposed changes into practice.
- Clarification
 - Monitoring
 - Assessment
 - Design
- 39 During which of the following stage, the firm identifies and confirms the overall business direction
- Clarification
 - Monitoring
 - Assessment
 - Design
- 40 The _____ role is to ensure the deserving managers should get appropriate opportunities for job Rotation.
- Reviewer
 - Assessor
 - Administrator
 - Employer
- 41 The three phases of recruitment process are
- Planning, Implementing, Evaluating
 - Planning, Implementing, Screening
 - Planning, Implementing, Enrichment
 - Planning, Screening, Evaluating
- 42 The role of the organization in career planning is to introduce & strengthen systems to ensure _____ of employees
- Career progression
 - Self development
 - Economical Development
 - Skill enhancement
- 43 The formula used to calculate current ratio is
- Current assets / Current liabilities
 - Current liabilities / Current assets
 - Inventory / Current liabilities
 - Current liabilities / Inventory

- 44 For a healthy business the current ratio lies between
- 0 to 1.5
 - 1.5 to 3
 - 3 to 4.5
 - 4.5 to 6
- 45 In ABC analysis 'A' class consist of items having _____.
- Accurate records
 - Good records
 - Minimal records
 - No records
- 46 The symptom of large inventory accumulation in anticipation of price rise in future will be indicated by
- Asset turnover ratio
 - Working Capital turnover ratio
 - Inventory turnover ratio
 - All of the above
- 47 The comparison of financial data of same time period of different organizations engaged in similar business.
- Time series analysis
 - Cross-sectional analysis
 - Spatial data analysis
 - None of the above
- 48 An example of fixed asset is
- Live stock
 - Value stock
 - Income stock
 - All of the above
- 49 The following is (are) the limitation of Economic Order Quantity assumption(s).
- Demand may vary throughout the year
 - It assumes that the storage space is unlimited
 - Prices of materials change throughout the year
 - All of the above
- 50 The assets held by a business which can be converted in the form of cash, without disturbing the normal operations of a business.
- Tangible assets
 - Intangible assets
 - Fixed assets
 - Current assets
