

Final Test Semester 4 Paper 22 INDIAN INSTITUTE OF MATERIALS MANAGEMENT Business Process Reengineering & ERP [PGDMM , PGDSCM & L (2 years)]

Instructions:

1. Answer all 50 questions. Each question carries 2 marks Total : 100 Marks
2. Duration 1 Hour.

***Required**

1. Email *

2. Name *

3. Roll Number *

4. 1. Four major areas can be identified as being subjected to change in BPR are as follows

Mark only one oval.

- Organization, infrastructure, resources, people
- Organization, technology, strategy, and people
- Technology, finance, machines, people
- Strategy, technology, methods, organization

5. 2. Which of the following is the best explanation of business process reengineering?

Mark only one oval.

- Redesigning workflow
- Redesigning products and services
- More effective transformation of business processes
- More efficient utilization of factors of production

6. 3. Business process re-engineering is also known as:

Mark only one oval.

- Business Design
- Business process change management
- Business acquisition
- Business redevelopment

7. 4. Which one is the most critical step in implementation of ERP

Mark only one oval.

- Creation of organizational model
- Creation of business model
- Creation of integrated data model
- Creation of marketing model

8. 5. Which of the following is the lowest risk, least extent of change?

Mark only one oval.

- Business process improvement
- Business process automation
- Business reengineering
- Discontinuous change

9. 6. Which change involves a major transformation in business?

Mark only one oval.

- Continuous change
- Incremental change
- Discontinuous change
- Project based change

10. 7. Business process improvement

Mark only one oval.

- Is one of the established models for predicting corporate failure.
- Stands for Improvements, Identification and procedure of operational changes to Performance Improvement Strategies
- Is a systematic approach that helps an organization to achieve efficient results through optimization of its underlying
- Enables business to introduce improvements

11. 8. Which is not a driver for re-engineering?

Mark only one oval.

- Unreasonable strategic business objectives
- New vision and mission need to be formulated and adopted
- Obsolescence in core processes
- Current strategies to be continued

12. 9. Which is not a major component of Business Process Re-engineering life cycle?

Mark only one oval.

- Identify current business process
- Define "to be process"
- Test "to be process"
- Eliminate current business process

13. 10. PADM is _____

Mark only one oval.

- Process Analysis and Design Methodology
- Product Analysis and Design Methodology
- Process Analysis and Distribution Methodology
- Product Analysis and Designate Methodology

14. 11. Which is not part of 6R methodology?

Mark only one oval.

- Realization
- Requirement
- Recover
- Retool

15. 12. How many principles are suggested by Hammer for successful re-engineering endeavours?

Mark only one oval.

- 5
- 7
- 10
- 8

16. 13. Which is not a methodology for BPR?

Mark only one oval.

- Six sigma methodology
- Davenport and Short's methodology
- Process analysis and design methodology
- Object oriented methodology

17. 14. Which is an uncommon phase between Hammer-Champy and Davenport-Short methodologies?

Mark only one oval.

- Introduction into business re-engineering
- Selection of business process
- Identification of IT levers
- Identification of business process

18. 15. Identify the correct statement

Mark only one oval.

- Reverse engineering is not a part of re-engineering
- Two activities performed during reverse engineering are- Use case modeling and object modeling
- Reverse engineering means product realization through reversal of operation sequences
- In object modeling a process model of the existing business is produced and described in terms of actors

19. 16. Which not applicable to a process?

Mark only one oval.

- Series of actions taken for a particular purpose
- Transforms input into output
- Applicable only to production environment
- Requires continuous improvement approach

20. 17. Which one is not one of the process essentials?

Mark only one oval.

- Should be understood by all concerned
- Should be well documented
- Should be capable to manage out controlled conditions
- Should be explicit

21. 18. For execution a process needs:

Mark only one oval.

- Throughput
- Timer
- Resources
- Access time

22. 19. Which has least key role to play in effective process management?

Mark only one oval.

- Process sponsor
- Process marketer
- Process owner
- Process worked

23. 20. The Process Classification Framework was developed by:

Mark only one oval.

- American Productivity and Quality Center (APQC)
- American Production and Inventory Control Society
- American Society of Mechanical Engineers (ASME)
- National Productivity Council (NPC)

24. 21. SOPs stand for

Mark only one oval.

- Standard Office Procedures
- Sequential Operating Procedures
- Standard Operating Procedures
- Safe Operating Procedures

25. 22. Which is not a characteristic of Radical change?

Mark only one oval.

- Bring about breakthrough in process improvement
- Brings about gradual changes
- Is a quantum jump
- Resistance prone

26. 23. Which is not a limitation of Magoulas Wetherbe's architectural model?

Mark only one oval.

- Has single focus on information architecture
- Determination of basic information categories
- Implications of stable environment
- Independence from subjective images of reality

27. 24. Correct process improvement sequence is

Mark only one oval.

- Understand –Model-Simplify-Standardize
- Decide- Measure- Share- Standardize
- Plan-Do-Check-Act
- Observe-Generate-Enhance-Implement

28. 25. The McKinsey 7-S Framework highlights the _____ of the seven variable elements.

Mark only one oval.

- Intermittence
- Independence
- Interdependence
- Interchangeability

29. 26. Which statement is false in case of Total Quality Management (TQM)?

Mark only one oval.

- TQM is a set of management practices used throughout the organization to meet and exceed customer expectations
- Places strong focus on process measurement and control as a tool for continuous improvement
- Is an organization structure where quality is totally managed by one division to have better market focus
- Based on philosophy of participation of all members of an organization to achieve business excellence

30. 27. Quality management includes forming and directing a team of people to achieve a qualitative goal within an effective cost and time frame that results in _____

Mark only one oval.

- a project completed in shortest possible time.
- a product or service that conforms to the required specifications.
- an award-winning product that brings public recognition to the project
- an innovative project that establishes qualification of the project team

31. 28. DMAIC methodology means:

Mark only one oval.

- Develop, multiply, analyze, improve, check
- Define, manufacture, analyze, improve, control
- Define, multiply, analyze, improve, control
- Define, measure, analyze, improve, control

32. 29. Which of the following is not an objective of Business Process Re-engineering?

Mark only one oval.

- Customer satisfaction
- Manpower reduction
- Cost reduction
- Continuous process improvement

33. 30. Which is not a primary activity as per Porter's Value Chain:

Mark only one oval.

- Inbound logistics
- Operations
- Technology development
- Services

34. 31. Identify the incorrect statement

Mark only one oval.

- Porter value chain and industrial value chain system are identical
- Set of value chains is linking all companies involve in the process of product/ service delivery
- Profitability of entire value chain depends upon organization's ability to fulfill customer requirements
- Cost reduction is the only satisfactory instrument for achieving sustained competitive advantage

35. 32. Total customer value is:

Mark only one oval.

- Direct product value plus additional value
- Direct service value plus additional value
- Indirect product value plus additional value
- Indirect service value plus direct product value

36. 33. Which of the following is not an objective of MRP:

Mark only one oval.

- Improving customer service
- Reducing inventory investment
- Predicting safety stock requirements
- Improve plant operating efficiency

37. 34. Which system extends MRP II to tie in customers and suppliers?

Mark only one oval.

- Material Resource Planning
- Just-in-Time system
- Manufacturing Resource Planning
- Enterprise Resource Planning

38. 35. Which one of the following is not a business driver for an information system?

Mark only one oval.

- Business process re-engineering
- Knowledge asset management
- Application of networks and the Internet
- Security and privacy

39. 36. Which is not an advantage of implementation of ERP?

Mark only one oval.

- Cycle time decreases to a significant level
- Decreased productivity
- Reduction of lead time in receiving the materials and executing the order
- Reliable and fast facility layout analysis

40. 37. Which aspect of ERP is not handled by MRP II

Mark only one oval.

- Handling of a variety of materials with complete flexibility
- Managing the MIS of inventory department
- Proactive Human resource compensation management
- Efficient control of all the inputs of production system

41. 38. Which is not a key payback parameter to justify ERP investment?

Mark only one oval.

- Faster time to market
- Rapid capitalization of matured business opportunities
- Lower implementation cost
- Improved business processes

42. 39. Enterprise Resource Planning (ERP) has been criticized on a number of grounds. Which of the following is not a common criticism of ERP?

Mark only one oval.

- Implementation is expensive.
- It has disappointing effect on businesses.
- It doesn't allow decisions and databases from all parts of the organization to be integrated.
- It can have a disruptive effect on the organization's operations.

43. 40. What ERP module can help companies through a product's life cycle, from development to production?

Mark only one oval.

- ERP manufacturing
- ERP human resource
- ERP financials
- ERP procurement

44. 41. Identify the correct statement

Mark only one oval.

- ERP should support single hardware platforms for the companies having heterogeneous collection of systems.
- In ERP systems, information is often recorded in a form that can be read without the use of a computer.
- Financial and business information is often generated automatically by ERP systems based on data previously entered, with further human instructions.
- ERP allows automatic introduction of latest technologies like Electronic Fund Transfer (EFT), Electronic Data Interchange (EDI) etc.

45. 42. Which is not a provider of ERP software?

Mark only one oval.

- Microsoft
- Oracle
- Solid Works
- People Soft

46. 43. What are the several different type of software which provide connectivity between two or more softwares

Mark only one oval.

- Firmwares
- Middlewares
- Spywares
- Kernel

47. 44. Identify the false statement

Mark only one oval.

- Service-oriented Architecture (SOA) is a hardware architecture where functionality is grouped around business processes
- Proxy Layer acts on behalf of the Distributed Logic layer (or end-user's requests) to provide access to the next tier.
- Data Access Tier is used to write some generic methods to interface with data.
- Presentation Interface interacts with human beings, other systems.

48. 45. Which is of the following is not Business Process Re-engineering?

Mark only one oval.

- Analysis and redesign of company processes
- Means redesigning of product delivery methods
- Involves process mapping
- Introduction of newly invented technology

49. 46. Modularity concept in ERP package _____.

Mark only one oval.

- Makes it cheaper
- Provides cyber security
- Makes it unique so that competitors cannot copy it
- Provides operational scalability and facilitates easy up gradation

50. 47. Identify false statement with respect to business process re-engineering

Mark only one oval.

- One of the key success factors is established methodology
- Focusing on team management facilitates the BPR success
- BPR and ERP have close association
- Strategy formulation has no linkage with BPR

51. 48. Best use of Business Process Re-engineering is in:

Mark only one oval.

- Increasing function-wise efficiency
- Increasing function-wise and organizational efficiencies and effectiveness
- Increasing total organizational efficiencies
- Increasing function-wise effectiveness

52. 49. Which statement explains best the comparison between BPR and TQM

Mark only one oval.

- TQM is more gradual, incremental and bottom approach while BPR is more radical, surgical and top-down approach
- BPR is always a gradual, continuous and bottom-to-up approach; TQM is quite radical and top-down approach
- Both BPR and TQM are radical, surgical, dramatic and top-down approaches
- Both BPR and TQM are fundamental yet gradual, continuous and bottom-to-top approaches

53. 50. Identify the correct statement in case of Business Process Re-engineering:

Mark only one oval.

- Processes flow horizontally while the organization is vertical
- Both the processes and organization are vertical
- Both the processes and organization are horizontal
- Processes flow vertically while the organization is horizontal

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