

**Exam Name** : PGDMM-Business Process Re-Engineering & ERP

**Total Questions** : 50

**Q.1** Which is not a major component of Business Process Re-engineering life cycle?

**Marks:** 2

**Question ID:**  
6312302

No	Options Details	Select Option
1	Review and update the "As is process."	
2	Identify current business process	
3	Define "to be process"	
4	Remove current business process totally	

**Q.2** As suggested by \_\_\_\_\_ " Reengineering is not about making marginal or incremental improvements but about achieving quantum leaps in performance:

**Marks:** 2

**Question ID:**  
6312303

No	Options Details	Select Option
1	Hammer and Champy	
2	Peter F. Drucker	
3	F.W.Taylor	
4	T.H.Davenport	

**Q.3** BPR is generally considered to consists of following four elements

**Marks: 2**

**Question ID:**  
6312304

No	Options Details	Select Option
1	Strategies, technology, people, process	
2	Strategies, technology, funds, process	
3	Technology, infrastructure, people, process	
4	Environment, Geography, people, technology	

**Q.4** PDCA cycle approach was given by

**Marks: 2**

**Question ID:**  
6312305

No	Options Details	Select Option
1	Joseph M.Juran	
2	W.Edwards Deming	
3	G.Taguchi	
4	Philip B. Crossby	

**Q.5** Identify the incorrect statement with respect to methodology

**Marks: 2**

**Question ID:**  
6312306

No	Options Details	Select Option
1	Facilitates section and definition and analysis of business process	
2	Helps to understand project needs	
3	Ignores re-engineering activities	
4	Selects right human resources to empower BPR teams	

**Q.6** Which is not a proven BPR methodology?

**Marks: 2**

**Question ID:**  
6312307

No	Options Details	Select Option
1	Process analysis and design methodology	
2	Davenport and Short's methodology	
3	5S methodology	
4	Hammer and Champy Methodology	

**Q.7** PADM is \_\_\_\_\_

**Marks: 2**

**Question ID:**  
6312308

No	Options Details	Select Option
1	Process Analysis and Design Methodology	
2	Performance Analysis and Design Methodology	
3	Process Analysis and Distribution Methodology	
4	Product Analysis and Disposal Methodology	

**Q.8** Two main activities of Reverse Engineering are:

**Marks: 2**

**Question ID:**  
6312309

No	Options Details	Select Option
1	Use case modelling and object modelling	
2	Use core modelling and object modelling	
3	Use new business models and construct abstract models	
4	All mentioned alternatives are feasible	

**Q.9** Which is not part of 6R methodology?

**Marks: 2**

**Question ID:**  
6312310

No	Options Details	Select Option
1	Realization	
2	Requirements	
3	Rethink	
4	Remove	

**Q.10** Input for marketing process is

**Marks: 2**

**Question ID:**  
6312311

No	Options Details	Select Option
1	Packaged material ready for shipment	
2	Material produced	
3	Purchase order from external customer	
4	Production orders	

**Q.11** Which one is not one of the essential requirements of a process?

**Marks: 2**

**Question ID:**  
6312312

No	Options Details	Select Option
1	Easily understood by all concerned	
2	Well documented	
3	Capability to manage out controlled conditions	
4	Should be explicit	

**Q.12** Effective process management requires \_\_\_\_\_ key roles

**Marks: 2**

**Question ID:**  
6312313

No	Options Details	Select Option
1	4	
2	6	
3	5	
4	8	

**Q.13** For execution a process initially needs:

**Marks: 2**

**Question ID:**  
6312314

No	Options Details	Select Option
1	Throughput	
2	Timer	
3	Resources	
4	Access time	

**Q.14** Identify the false statement.

**Marks: 2**

**Question ID:**  
6312315

No	Options Details	Select Option
1	In process review information collected and analyzed only to discard the process.	
2	The outcome of process review includes identification of continuous activity.	
3	Process change translates the prioritized process improvement mandate into an integrated programme.	
4	The opportunity for process improvement must be focused	

**Q.15** SIS stands for

**Marks: 2**

**Question ID:**  
6312316

No	Options Details	Select Option
1	Systematic Information System	
2	Sequential Information System	
3	Strategic Information System	
4	Segregated Information System	

**Q.16** Wetherbe's Architectural Model consists of \_\_\_\_\_ stages.

**Marks: 2**

**Question ID:**  
6312317

No	Options Details	Select Option
1	8	
2	4	
3	5	
4	6	



**Q.17** The McKinsey 7-S Framework highlights the \_\_\_\_\_ of the seven variable elements.

**Marks:** 2

**Question ID:**  
6312318

No	Options Details	Select Option
1	Intermittence	
2	Independence	
3	Interdependence	
4	Interchangeability	

**Q.18** Identify correct process improvement sequence.

**Marks:** 2

**Question ID:**  
6312319

No	Options Details	Select Option
1	Understand -Model-Simplify-Standardize	
2	Decide- Measure- Share- Standardize	
3	Plan-Do-Check-Act	
4	Observe-Generate-Enhance-Implement	

**Q.19** Amended Galliers' model consists of

**Marks: 2**

**Question ID:**  
6312320

No	Options Details	Select Option
1	Six stages and six element values	
2	Seven stages and six element values	
3	Seven stages and seven element values	
4	Six stages and seven element values	

**Q.20** Identify the correct statement.

**Marks: 2**

**Question ID:**  
6312321

No	Options Details	Select Option
1	Operation strategy has long term time horizon.	
2	Functional and Corporate strategies are same.	
3	Corporate strategy aims to meet stakeholders' expectation	
4	Corporate strategies can be changes very frequently	

**Q.21** Strategic Management handles

**Marks: 2**

**Question ID:**  
6312322

No	Options Details	Select Option
1	External issues	
2	Management issues	
3	Internal issues	
4	Administrative issues	

**Q.22** Which statement is false with respect to Total Quality Management (TQM)?

**Marks: 2**

**Question ID:**  
6312323

No	Options Details	Select Option
1	Is a set of management practices used throughout the organization to meet and exceed customer expectations	
2	Strongly focus on process measurement and control for continuous improvement	
3	Is an organization structure where quality is totally managed by quality management division	
4	Based on philosophy of participation and empowerment of all members of an organization to achieve business excellence	

**Q.23** Star-step model relates

**Marks: 2**

**Question ID:**  
6312324

No	Options Details	Select Option
1	Innovation to productivity	
2	Resource utilization to creativity	
3	Re-engineering to quality management	

**Q.24** QFD stands for

**Marks: 2**

**Question ID:**  
6312325

No	Options Details	Select Option
1	Quality function deployment	
2	Quality function development	
3	Quality function distribution	
4	Quality function distinction	

**Q.25**

Michael Porter's value chain would identify which of the following as a support activity?

**Marks: 2****Question ID:**  
6312326

No	Options Details	Select Option
1	Shipping out final products	
2	Procurement	
3	Servicing products	
4	Operations	

**Q.26**

The \_\_\_\_\_ stresses that each activity within an organization should add a margin of value to a firm's products or services.

**Marks: 2****Question ID:**  
6312327

No	Options Details	Select Option
1	Competitive forces model	
2	Strategic matrix model	
3	Value chain model	
4	Competitive strategy model	

**Q.27** Total customer value constitutes:

**Marks: 2**

**Question ID:**  
6312328

No	Options Details	Select Option
1	Direct product value plus additional value	
2	Direct service value plus additional value	
3	Indirect product value plus additional value	
4	Indirect service value plus direct product value	

**Q.28** \_\_\_\_\_ is not an objective of Business Process Re-engineering?

**Marks: 2**

**Question ID:**  
6312329

No	Options Details	Select Option
1	Customer satisfaction	
2	Manpower reduction	
3	Cost reduction	
4	Continuous process improvement	

**Q.29** GUI stands for \_\_\_\_\_

**Marks: 2**

**Question ID:**  
6312330

No	Options Details	Select Option
1	Green Use Indicator	
2	Gradual Use Information	
3	Graphical User Interface	
4	Green Utility Inputs	

**Q.30** Which of the following is not one of the main objectives of ERP:

**Marks: 2**

**Question ID:**  
6312331

No	Options Details	Select Option
1	Improving customer service	
2	Supporting all variations of best business practices	
3	Predicting safety stock requirements	
4	Improve plant operating efficiency	

**Q.31** Which is not an advantage of implementation of ERP?

**Marks: 2**

**Question ID:**  
6312332

No	Options Details	Select Option
1	Cycle time decreases to a significant level	
2	Increased productivity of business operations	
3	Reduction in order fulfilment time	
4	Reliable and fast facility layout analysis	

**Q.32** Hardware Vendor neutral feature of ERP packages

**Marks: 2**

**Question ID:**  
6312333

No	Options Details	Select Option
1	Runs on wide variety of environments	
2	Runs only on specific platform	
3	Cannot be used universally	
4	Are vendor specific	



**Q.33** Select the correct statement

**Marks: 2**

**Question ID:**  
6312334

No	Options Details	Select Option
1	Many application systems today have four major layers: presentation layer, application logic layer, service layer and protection layer.	
2	The choice of an architecture affects all aspects of software design, implementation and maintenance	
3	Conventional client systems have three tiers	
4	Presentation layer contains business rules and logics	

**Q.34** Identify the true statement

**Marks: 2**

**Question ID:**  
6312335

No	Options Details	Select Option
1	Proxy by definition is one authorized to act for self only	
2	The proxy layer acts on behalf of Distributed Layer Logic	
3	Proxy layer ignores end-user's request	
4	All mentioned statements are true	

**Q.35** SOAP stands for

**Marks: 2**

**Question ID:**  
6312336

No	Options Details	Select Option
1	Simple Object Access Protocol	
2	Simple Object Accepted Protocol	
3	Segregated Object Animated Protocol	
4	Simplified Object Annexed Protocol	

**Q.36** Identify the correct statement

**Marks: 2**

**Question ID:**  
6312337

No	Options Details	Select Option
1	Need based applications have reduced the usability of ERP	
2	Open-source technologies have improved the affordability of ERP usage	
3	Consolidation was a past trend in ERP space	
4	Diversification adversely affect ERP expansion	

**Q.37** Which one is most appropriate statement for third generation ERP

**Marks: 2**

**Question ID:**

6312338

No	Options Details	Select Option
1	Addressed software upgradation to meet Y2k conformity and shift towards multi-site and multi-enterprise.	
2	Integrated business processes through consolidation of different systems and databases into an integrated whole.	
3	Viewed ERP system as a global backbone of a company	
4	Brought automation of business processes	

**Q.38** The advent of ERP modules has \_\_\_\_\_ the performance of organizations.

**Marks: 2**

**Question ID:**

6312339

No	Options Details	Select Option
1	enhanced	
2	reduced	
3	no effect on	
4	complicated	

**Q.39**      Componentization means

**Marks: 2**

**Question ID:**  
6312340

No	Options Details	Select Option
1	Breaking up of large monolithic ERP systems into components that work together	
2	Consolidation of large components into monolithic ERP systems work together	
3	Categorization of various components of ERP systems	
4	All mentioned alternatives are true	

**Q.40**      Which is of the following is not Business Process Re-engineering?

**Marks: 2**

**Question ID:**  
6312341

No	Options Details	Select Option
1	Analysis and redesign of company processes	
2	Means redesigning of product delivery methods	
3	Involves process mapping	
4	Introduction of newly invented technology	

**Q.41** Business model is:

**Marks: 2**

**Question ID:**  
6312342

No	Options Details	Select Option
1	a conceptual tool to describe company's value	
2	a set of logically related business activities to deliver values	
3	an integrated set of disciplines for building an enterprise's system or processes	
4	all mentioned options are true	

**Q.42** Reason for a company can justify its decision to start BPR with small element of business:

**Marks: 2**

**Question ID:**  
6312343

No	Options Details	Select Option
1	The project may be a pilot to test the changes prior to involving the entire population	
2	The motive may be to test hardware and software product for short term gains	
3	Wants to gain high market penetration	
4	Wants to increase its customer base	

**Q.43** Business process improvement

**Marks: 2**

**Question ID:**  
6312344

No	Options Details	Select Option
1	Is one of the established models for predicting corporate failure.	
2	Stands for Improvements, Identification and procedure of operational changes to Performance Improvement Strategies	
3	Is a systematic approach that helps an organization to achieve efficient results through optimization of its underlying	
4	Enables business to introduce improvements	

**Q.44** Which is not a provider of ERP software?

**Marks: 2**

**Question ID:**  
6312345

No	Options Details	Select Option
1	Microsoft	
2	Oracle	
3	SolidWorks	
4	People Soft	

**Q.45**      Modularity concept in ERP package \_\_\_\_\_.

**Marks: 2**

**Question ID:**

6312346

No	Options Details	Select Option
1	Makes it cheaper	
2	Provides cyber security	
3	Makes it unique so that competitors cannot copy it	
4	Provides operational scalability and facilitates easy up gradation	

**Q.46**      Which of the following statement is correct?

**Marks: 2**

**Question ID:**

6312347

No	Options Details	Select Option
1	ERP should support single hardware platforms for the companies having heterogeneous collection of systems.	
2	In ERP systems, information is often recorded in a form that can be read without the use of a computer.	
3	Financial and business information is often generated automatically by ERP systems based on data previously entered, with further human instructions.	
4	ERP allows automatic introduction of latest technologies like Electronic Fund Transfer (EFT), Electronic Data Interchange (EDI) etc.	

**Q.47** Which of the following attributes need not to be considered / incorporated throughout any ERP implementation life-cycle

**Marks:** 2

**Question ID:**  
6312348

No	Options Details	Select Option
1	Change Management	
2	Technical infrastructure development	
3	Business process management	
4	Technical software enhancement	

**Q.48** Select the correct statement

**Marks:** 2

**Question ID:**  
6312349

No	Options Details	Select Option
1	In Big Bang approach all ERP modules are implemented at one go across all business units of organization	
2	In phased approach all ERP modules are implemented across all business areas	
3	In pilot approach ERP implementation is done in a sequential mannerIn pilot approach ERP implementation is done in a sequential manner	
4	In business model approach Big Bang strategy is avoided	



**Q.49** Custom code design will primarily focus on:

**Marks: 2**

**Question ID:**  
6312350

No	Options Details	Select Option
1	Custom reports to meet client specific requirements	
2	Data conversion to forecast new data	
3	Only development of new package programs	
4	Replacement of legacy applications with new packages	

**Q.50** Which is not the typical role of a software vendor

**Marks: 2**

**Question ID:**  
6312351

No	Options Details	Select Option
1	Installation of ERP software	
2	Updating ERP software	
3	Integration of new modules with existing package	
4	Deciding business process of the client	