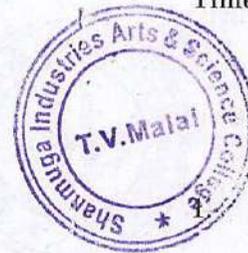


NOVEMBER/DECEMBER 2019

**BCA42 — ENTERPRISE RESOURCE
PLANNING**

Time : Three hours

Maximum : 75 marks



SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

Define — Business process.

2. List out the outputs of Marketing and Sales.
3. Define the term — Billing.
4. What is Document flow in SAP ERP?
5. Define — Sales forecasting.
6. What is meant by Master Production Schedule?
7. State the term — Cost Variances.
8. Define the term — Drill down.
9. Mention the importance of Succession Plan.
10. What is Hierarchical Modeling?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Discuss on SAP R/3.
Or
(b) Explain the significance and benefits of ERP s/w and systems.
12. (a) Write short note on Sales Order processing.
Or
(b) Discuss the benefits of CRM.
13. (a) Describe the Production Planning Process.
Or
(b) Explain the Material Requirements Planning concept.
14. (a) Discuss on the Industrial Credit management.
Or
(b) Give an overview on Companies with Subsidiaries.
15. (a) Write short note on Travel Management.
Or
(b) Discuss on the Event Process Chain Diagrams.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the functional areas of information system with example.
17. Give an overview on SAP's CRM software.
18. Discuss on ERP and suppliers concept.
Summarize on Operational decision making problem.
19. Describe the Flow Charting Process Models.

