

SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF MANAGEMENT STUDIES

QUESTION BANK

III SEMESTER



PBA403 ENTERPRISE RESOURCE PLANNING

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Prepared by

N. LEO BRIGHT TENNISSON



SRM VALLIAMMAI ENGINEERING COLLEGE
SRM Nagar, Kattankulathur – 603 203.



DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

QUESTION BANK

SUBJECT : PBA403 Enterprise Resource Planning

SEM / YEAR : III/II

UNIT I -INTRODUCTION			
Overview of enterprise systems – Evolution – Risks and benefits – Fundamental technology – Issues to be consider in planning design and implementation of cross functional integrated ERP systems - Warehouse management.			
Q. No	Questions	BTL	Competence
1	Define enterprise.	BTL-1	Remembering
2	What is a business process?	BTL-1	Remembering
3	What is the difference between a business process and business function.	BTL-1	Remembering
4	What are the different types of business process?	BTL-1	Remembering
5	Explain activity of business process.	BTL-2	Understanding
6	What is ERP?	BTL-1	Remembering
7	What are the ways to minimize risk of ERP?	BTL-1	Remembering
8	State the payback parameters of an enterprise.	BTL-1	Remembering
9	Give the advantages of ERP.	BTL-2	Understanding
10	List out various process risks of ERP.	BTL-1	Remembering
11	List out various technological risk of ERP.	BTL-1	Remembering
12	Give any four people risk of ERP.	BTL-2	Understanding
13	Write the limitations of ERP systems?	BTL3	Applying
14	Give the reasons for the growth of ERP market?	BTL-2	Understanding
15	State the technologies related with ERP.	BTL-1	Remembering
16	Classify the issues in planning, design and implementation of cross functional integrated ERP systems.	BTL-2	Understanding
17	Draw a neat diagram that show the planning components for ERP	BTL-1	Remembering
18	How the people component is addressed while planning for ERP?	BTL-1	Remembering
19	How the process component is addressed while planning for ERP?	BTL-1	Remembering
20	How the technology component is addressed while planning for ERP?	BTL-1	Remembering
21	What is a data warehouse?	BTL-1	Remembering
22	What are the advantages of a data warehouse?	BTL-1	Remembering
23	What are the uses of a data warehouse?	BTL-1	Remembering
24	What are the components of data warehouse?	BTL-1	Remembering

PART B				
Q. No	Questions	Marks	BTL	Competence
1	Explain the role of enterprise in ERP implementation	(16)	BTL5	Evaluating
2	Explain common myths about ERP	(16)	BTL-4	Analyzing
3	Summarize various characteristics of ERP	(16)	BTL-2	Understanding
4	Explain ERP and value creation	(16)	BTL-4	Analyzing
5	Evaluate quantifiable (tangible) and intangible effects of ERP	(16)	BTL5	Evaluating
6	Explain the issues to be considered in planning, design and implementation of cross functional integrated ERP system	(16)	BTL-4	Analyzing
7	Illustrate the risks and benefits of ERP	(16)	BTL3	Applying
8	Explain the following (i) Business Intelligence (BI) (ii) Business Analytics (BA) (iii) Data Warehousing	(5) (5) (6)	BTL-4	Analyzing
9	Explain the following (i) Data Mining (ii) OLAP	(8) (8)	BTL-4	Analyzing
10	Explain the following (i) PLM (ii) SCM	(8) (8)	BTL-4	Analyzing
11	Explain the following (i) CRM (ii) GIS	(8) (8)	BTL-4	Analyzing
12	Explain the following (i) Intranets (ii) Extranets	(8) (8)	BTL-4	Analyzing
13	Illustrate the cross-functional nature of Business Processes with a neat block diagram.	(16)	BTL3	Applying
14	Explain major business processes	(16)	BTL-4	Analyzing
15	Explain the following components of business processes. (i) Procurement (Purchase) (ii) Production Planning (Plan)	(8) (8)	BTL-4	Analyzing
16	Explain the following components of business processes. (i) Production (Make) (ii) Fulfillment (Sell)	(8) (8)	BTL-4	Analyzing
17	Explain common ERP myths.	(16)	BTL-4	Analyzing

UNIT II - ERP SOLUTIONS AND FUNCTIONAL MODULES			
Overview of ERP software solutions – Small, medium and large enterprise vendor solutions – BPR, and best business practices – Business process Management. Overview of ERP modules - Functional modules – Finance, Marketing and Sales, Human Resources, Production			
Q. No	Questions	BTL	Competence
1	Point out how ERP affect almost all organizations.	BTL-1	Remembering
2	Point out how ERP forces competition to change.	BTL-1	Remembering
3	Generalize how ERP forces business partners to become more competitive.	BTL-2	Understanding
4	State how ERP improves the profits of the consulting firms.	BTL-1	Remembering
5	Outline how ERP is the most important tool for Business Process Reengineering.	BTL-1	Remembering
6	Describe how ERP enforces “Best Practice Business Process” in organizations.	BTL-2	Understanding
7	What is BPR?	BTL-1	Remembering
8	List the different phases of BPR.	BTL-1	Remembering
9	Give the main activities in beginning organizational change.	BTL-2	Understanding
10	Discuss the major activities in reengineering an organization.	BTL-2	Understanding
11	How will you identify BPR opportunitites in an organization.	BTL-1	Remembering
12	Explain the major activities in understanding the existing process.	BTL-2	Understanding
13	What is BPM?	BTL-1	Remembering
14	Describe the two elements in the process definition step.	BTL-2	Understanding
15	List the functional modules of ERP software.	BTL-1	Remembering
16	Explain financial module of ERP software.	BTL-2	Understanding
17	Describe HR module of ERP software.	BTL-1	Remembering
18	Describe materials management module of ERP software.	BTL-2	Understanding
19	Explain the Plant maintenance module of ERP software.	BTL-2	Understanding
20	Describe the Purchasing module of ERP software.	BTL-1	Remembering
21	Describe the marketing module of ERP software.	BTL-1	Remembering
22	What is financial management?	BTL-1	Remembering
23	What is objective of a good financial accounting system?	BTL-1	Remembering
24	What is the use of general ledger?	BTL-1	Remembering

PART B				
Q. No	Questions	Marks	BTL	Competence
1	Explain in detail about BPR.	(16)	BTL5	Evaluating
2	Summarize in short notes on (i) Small, medium and large scale enterprise vendor solutions. (ii) Business Engineering. (iii) Best Business practices.	(5) (5) (6)	BTL5	Evaluating
3	Explain Business process management in detail.	(16)	BTL-4	Understanding
4	Write short notes on (i) Best business practices. (ii) Advantages of BPM.	(8) (8)	BTL-4	Analyzing

5	Give an overview of ERP modules.	(16)	BTL5	Evaluating
6	Explain accounting and finance module of ERP in detail.	(16)	BTL-4	Analyzing
7	Explain the following phases of Business Process Re-engineering. (i) Begin organizational change. (ii) Build the reengineering organization.	(8) (8)	BTL4	Analyzing
8	Explain the process of Identifying Business Process Reengineering opportunities.	(16)	BTL-4	Analyzing
9	Explain the following phases of Business Process Re-engineering. (i) Understanding the Existing Process. (ii) Reengineer the Process.	(8) (8)	BTL-4	Analyzing
10	Explain the following phases of Business Process Re-engineering. (i) Blueprint the New Business System. (ii) Perform the Transformation.	(8) (8)	BTL-4	Analyzing
11	Explain the challenges faced by Re-engineering efforts.	(16)	BTL-4	Analyzing
12	Explain Quality Management Module.	(16)	BTL-4	Analyzing
13	Explain manufacturing module of ERP.	(16)	BTL3	Applying
14	Explain Human Resource module of ERP.	(16)	BTL-4	Analyzing
15	Explain Marketing module of ERP.	(16)	BTL-4	Analyzing
16	Explain following modules of ERP. (i) Sales module. (ii) Distribution module. (iii) Service module.	(8) (8)	BTL-4	Analyzing
17	Explain Materials Management module of ERP	(16)	BTL-4	Analyzing

UNIT III - ERP IMPLEMENTATION			
Planning, Evaluation and selection of ERP systems – Implementation life cycle – ERP implementation, Methodology and Frame work – Training – Data Migration – People Organization in implementation – Consultants, Vendors and Employees.			
Q. No	Questions	BTL	Competence
1	List out the objectives of ERP Implementation	BTL-1	Remembering
2	Explain speed characteristics of ERP Implementation	BTL-2	Understanding
3	Explain scope of ERP project	BTL-2	Understanding
4	List out few important points to be kept in mind while evaluating ERP software	BTL-1	Remembering
5	Explain project planning phase	BTL-2	Understanding
6	What is Gap analysis?	BTL-1	Remembering
7	What is Acquisition in ERP life cycle?	BTL-1	Remembering
8	What is evolution in ERP life cycle?	BTL-1	Remembering
9	What is Retirement in ERP life cycle?	BTL-1	Remembering
10	What is Big-Bang approach in ERP implementation?	BTL-1	Remembering

11	What are the resources involved in ERP implementation?	BTL-1	Remembering
12	Explain the risk involved in ERP implementation	BTL-2	Understanding
13	What is complexity in ERP implementation?	BTL-1	Remembering
14	What are the two basic characteristics common to all ERP implementation projects?	BTL-1	Remembering
15	Explain benefits of ERP implementation	BTL-2	Understanding
16	What is pre-evaluation screening?	BTL-1	Remembering
17	Explain the “Going Live” phase of ERP implementation life cycle	BTL-2	Understanding
18	List out the most critical of Phases of ERP life cycle	BTL-1	Remembering
19	Explain incremental approach in ERP implementation	BTL-2	Understanding
20	What is Data Migration?	BTL-1	Remembering
21	What is Adoption decision in ERP life cycle?	BTL-1	Remembering
22	What are the advantages of incremental approach in ERP implementation?	BTL-1	Remembering
23	What are the two methods of data migration?	BTL-1	Remembering
24	List out the members of executive committee in the ERP implementation.	BTL-1	Remembering

PART B				
Q. No	Questions	Marks	BTL	Competence
1	Explain the objectives of ERP implementation.	(16)	BTL-5	Evaluating
2	Explain the following phases of ERP implementation. (i) Pre-evaluation screening. (ii) Package evaluation. (iii) Project planning phase.	(5) (5) (6)	BTL-5	Evaluating
3	Explain the following. (i) Managing the ERP Implementation. (ii) Organization of the ERP project team. (iii) Implementation strategy for ERP project.	(5) (5) (6)	BTL-4	Analyzing
4	Explain the following. (i) ERP implementation plan. (ii) Risk Assessment . (iii) Budget for ERP implementation.	(5) (5) (6)	BTL-5	Evaluating
5	Explain the following phases of ERP implementation. (i) Gap analysis. (ii) Reengineering. (iii) Customization.	(5) (5) (6)	BTL-4	Analyzing
6	Explain the following phases of ERP implementation. (i) Testing. (ii) Going Live. (iii) End user Training. (iv) Post Implementation.	(4) (4) (4) (4)	BTL-5	Evaluating
7	Explain the most critical of Phases of the ERP life cycle.	(16)	BTL-4	Analyzing
8	Explain the following. (i) Cost involved in ERP implementation. (ii) Cost-benefit analysis in ERP implementation.	(8) (8)	BTL-5	Evaluating

9	Explain the following. (i) Performance Measurement in ERP implementation. (ii) Problem resolution during ERP implementation. (iii) System issues while implementing ERP.	(5) (5) (6)	BTL-4	Analyzing
10	Explain in detail various training phases and training strategy.	(16)	BTL-5	Evaluating
11	Explain in detail various Data migration methods and Data migration issues.	(16)	BTL-4	Analyzing
12	Explain in detail about various people involved in the ERP implementation.	(16)	BTL-5	Evaluating
13	Explain the organization of the implementation team with a block diagram	(16)	BTL-4	Analyzing
14	Explain the reasons behind extended ERP implementation durations.	(16)	BTL-4	Analyzing
15	Explain the Challenges involved in ERP implementation.	(16)	BTL-4	Analyzing
16	Explain the following transition strategies in ERP implementation. (i) Big Bang. (ii) Phased implementation.	(8) (8)	BTL-5	Evaluating
17	Explain the following transition strategies in ERP implementation. (i) Parallel. (ii) Process line.	(8) (8)	BTL-5	Evaluating

UNIT IV: POST IMPLEMENTATION			
Maintenance of ERP – Organizational and Industrial impact – Success and Failure factors of ERP Implementation- Life cycle; Implementation methodologies, transition strategies; People involved in implementation; – Precautions in ERP implementation.			
Q. No	Questions	BTL	Competence
1	What is meant by SWOT analysis.	BTL-1	Remembering
2	Explain ERP implementation review.	BTL-2	Understanding
3	Explain the customer care part of ERP system.	BTL-2	Understanding
4	Explain about Help desks and Technical Support.	BTL-2	Understanding
5	List out any four success factors of ERP implementation.	BTL-1	Remembering
6	List out any four failure factors of ERP implementation.	BTL-1	Remembering
7	How phased approach constitute to the success of ERP implementation.	BTL-1	Remembering
8	Explain dependency driven project schedule.	BTL-1	Remembering
9	Explain project organization structure.	BTL-1	Remembering
10	How extensive customization constitute to the failure of ERP implementation	BTL-1	Remembering
11	Write short notes on the following (i) CIO. (ii) COO.	BTL-1	Remembering
12	Write short notes on knowledge management.	BTL-1	Remembering
13	Explain Employee relocation.	BTL-2	Understanding

14	Explain Employee Re-trainig	BTL-2	Understanding
15	Expand SWOT.	BTL-2	Understanding
16	Write short notes on documentation.	BTL-1	Remembering
17	List any five Success factors of ERP implementation.	BTL-1	Remembering
18	List any five Failure factors of ERP implementation.	BTL-1	Remembering
19	What is the reasons for measurement of ERP system after Implementation.	BTL-1	Remembering
20	Explain about Organizational chart.	BTL-2	Understanding
21	Why measurement of ERP system should be suitable in relation to Business mode?	BTL-1	Remembering
22	List some ERP related parameters that you can measure.	BTL-1	Remembering
23	List some ERP diagnostic metrics.	BTL-1	Remembering
24	List some BPM steps involved with monitoring and managing an organization's performance.	BTL-1	Remembering

PART B				
Q. No	Questions	Marks	BTL	Competence
1	Explain in detail about operation and maintenance of the ERP system	(16)	BTL-5	Evaluating
2	Explain in detail about success factors of an ERP implementation	(16)	BTL-5	Evaluating
3	Explain in detail about failure factors of an ERP implementation with case studies.	(16)	BTL-4	Analyzing
4	Explain any fifteen success factors with case studies	(16)	BTL-5	Evaluating
5	Explain ten success factors and ten failure factors of ERP implementation.	(16)	BTL-4	Analyzing
6	Explain the following with respect to ERP systems. (i) Measurement of ERP system. (ii) Metrics for ERP system measurement. (iii) Organization chart. (iv) Suitability of measurement in relation to Business mode.	(4) (4) (4) (4)	BTL-5	Evaluating
7	(i) Explain the importance of measuring performance of ERP system. (ii) Explain the metrics for ERP system measurement.	(8) (8)	BTL-5	Evaluating
8	Explain the following steps on ERP system measurement. (i) Accurate qualification to facilitate correct measure. (ii) Account from all relevant sources (iii) Frequent Reviews. (iv) Solve Employee Problems and clear their mindsets.	(4) (4) (4) (4)	BTL-5	Evaluating
9	Explain the following. (i) Types of metrics for ERP system measurements. (ii) Key Performance Indicators (KPIs) for measuring business activities. (iii) Balanced Scorecard.	(5) (5) (6)	BTL-5	Evaluating

10	Explain the following. (i) Using the Balance Scorecard for performance measurement. (ii) Advantages of Balanced Scorecard. (iii) Limitations of Balanced Scorecard.	(5) (5) (6)	BTL-5	Evaluating
11	Explain various activities in maximizing the ERP system performance.	(16)	BTL-4	Analyzing
12	Explain the following. (i) Fine-tuning the ERP system. (ii) Flexible reporting and analysis.	(8) (8)	BTL-5	Evaluating
13	Explain the following. (i) Closing the Loop (ii) Automatic Alerts and Action. (iii) Extend the power of ERP using Internet.	(5) (5) (6)	BTL-4	Analyzing
14	Explain the following post ERP implementation procedures. (i) Organizational structure. (ii) Roles and Skills.	(8) (8)	BTL-4	Analyzing
15	Explain about Kaizen.	(16)	BTL-4	Analyzing
16	Explain the following post ERP implementation procedures. (i) Learning Organization. (ii) Upgrading versus new software.	(8) (8)	BTL-5	Evaluating
17	Explain the following procedures of operation and maintenance of the ERP system. (i) Employee relocation and re-training. (ii) Continuous Training.	(8) (8)	BTL-5	Evaluating

UNIT V: EMERGING TRENDS ON ERP

Extended ERP systems and ERP add-ons – CRM, SCM, Business analytics – Future trends in ERP systems – Web enabled, Wireless technologies, cloud computing – Scenario and Justification of ERP in India- Augmented Reality-Future Directions in ERP.

Q. No	Questions	BTL	Competence
1	What is CRM?	BTL-1	Remembering
2	Explain customer relationship with a diagram.	BTL-2	Understanding
3	List the various strategies of a simple CRM.	BTL-1	Remembering
4	Explain about customer satisfaction.	BTL-2	Understanding
5	What is meant by Business Analytics.	BTL-1	Remembering
6	List some future trends in ERP system.	BTL-1	Remembering
7	What is meant by web enabled ERP system.	BTL-1	Remembering
8	What is e-business?	BTL-1	Remembering
9	Expand OLAP, EDI.	BTL-1	Remembering
10	Explain supply chain management.	BTL-1	Remembering
11	Expand EFT, GIS.	BTL-1	Remembering
12	Explain sell-side applications and buy-side applications with example.	BTL-2	Understanding
13	Expand SOAP, WSDL.	BTL-2	Understanding
14	List the features of extended ERP.	BTL-2	Understanding

15	List the features of ERP II.	BTL-2	Understanding
16	Expand WWW, UDDI.	BTL-1	Remembering
17	List the benefits of CRM.	BTL-1	Remembering
18	What is meant by cloud computing?	BTL-1	Remembering
19	Explain SAP.	BTL-1	Remembering
20	Explain Customization of ERP system.	BTL-2	Understanding
21	Explain about Social media integration.	BTL-2	Understanding
22	Explain about mobility of CRM applications.	BTL-2	Understanding
23	Write short notes on Distributor Portal.	BTL-1	Remembering
24	What is SCM?	BTL-1	Remembering

PART B				
Q. No	Questions	Marks	BTL	Competence
1	What do you mean by Extended ERP system?	(16)	BTL-5	Evaluating
2	Write detailed notes on ERP add-ons?	(16)	BTL-5	Evaluating
3	Explain the various roles of internet in enhancing ERP functions.	(16)	BTL-4	Analyzing
4	Explain in detail ERP/E-business integration with a block diagram for supply chain integration.	(16)	BTL-5	Evaluating
5	Explain ERP related technologies, Internet and WWW with a neat block diagram.	(16)	BTL-4	Analyzing
6	Explain the following with respect to ERP systems. i) SCM. ii) CRM. iii) GIS. iv) WWW.	(4) (4) (4) (4)	BTL-5	Evaluating
7	Discuss various Wireless technologies related to ERP?	(16)	BTL-5	Evaluating
8	What are Future trends in ERP systems? Discuss in detail.	(16)	BTL-5	Evaluating
9	Why we need to obtain Customer Satisfaction and also mention advantages of same?	(16)	BTL-5	Evaluating
10	What are the advantages of maintaining relations with customers?	(16)	BTL-5	Evaluating
11	Explain how to improve the power of ERP using business intelligence.	(16)	BTL-4	Analyzing
12	What are the implementation requirements of integrating the business intelligence as the front-end to an ERP system?	(16)	BTL-5	Evaluating
13	Write detailed notes on (i) Impact of Augmented Reality in ERP (ii) AI and Machine Learning Integration with ERP.	(10) (6)	BTL-4	Analyzing
14	Explain the following. (i) Cloud Computing. (ii) Private Cloud.	(8) (8)	BTL-4	Analyzing
15	Explain the benefits of CRM module.	(16)	BTL-4	Analyzing
16	Explain the following trends of ERP. (i) Cloud-Based and SaaS Models (ii) AI and Machine Learning Integration	(4) (4)	BTL-5	Evaluating

	(iii) Personalized User Experiences and Customization. (iv) Enhanced Security.	(4) (4)		
17	Explain the following trends of ERP. (i) Faster Implementation Methodologies (ii) New Market Segments (iii) Integration with Other Technologies (iv) Compare today's ERP systems and Future ERP systems.	(4) (4) (4) (4)	BTL-5	Evaluating