University of Mumbai
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Course Code: ITDLO8045 and Course Name: Enterprise Resource Planning

SAMPLE QUESTION BANK

MODULE NO. 1

1. Which of the following statement is correct related to ERP?

a. ERP system decreases operating cost

b. ERP system increases operating cost

c. ERP system multiples operating cost

d. ERP system removes operating cost

2. Which of the following statement is correct related to business model?

a. Business model is an illustration of fake business

b. Business model is a manipulation of fake business

c. Business model is an illustration of the real business

d. Busines model is the opposite of real business

3. Which of the following form cannot be used to represent business model?

a. Graphical form

b. Flow chart

c. Flow diagram

d. Digital form

4. In conventional organization that is without ERP

a. Different divisions has different goals

b. Different divisions has same goals

c. Database is centralized

d. All divisions can communicate over network

5. Conventional organization that's without ERP has which kind of environment?

a. Centralized environment

b. Non-isolated environment

c. Isolated environment

d. Same environment

6. Centralized data access creates _____ and _____

a. Transparency, guarantee

b. Transparency, ambiguity

c. Ambiguity, transparency

d. Guarantee, confusion

7. Integrated data model is derived from which of the following model?

a. Business model

b. Integrated model

c. Supply chain management

d. Data model

8. Which of the following model helps in understanding business process?

a. Business model

b. Demo model

c. Data model

d. Calculative model

MODULE NO. 2

1. Which of the following is the process of managing information about customers to maximize loyalty

a. Company relationship management

b. Supplier management

c. Retailer's management

d. Customer relationship management

2. Which of the following is the advantage of CRM?

a. Cost of the Software

b. Improve overall relationship with customer

c. Customization of the Business

d. Software cost

3. Customized products and services for customers and interaction to individual customer are part of

a. Retailer's management

b. Customer relationship management

c. Company relationship management

d. Supplier management

4. CRM stands for

a. Customer relationship management

b. Customer relations management

c. Customer recruitment management

d. Customer relationship modification

5. CRM is _____

a. Business centric

b. Money centric

c. Profit centric

d. Customer centric

6. Customers being able to buy products and services on the Internet is a result of _____

a. E-business

b. E-marketing

c. E-purchasing

d. E-commerce

7. CRM process begins _____

a. After sales

b. After sales and before sales

c. After purchase

d. Before sales

8. Decision makers who are concerned with tactical (short-term) operational problems and decision making are

a. Middle managers

b. Labour

c. Supervisors

d. Company head

9. What should be a major characteristic of a DSS?

a. Responds quickly to the changing needs of decision makers

b. Automates decision making

c. Includes a spreadsheet model

d. No response

10. What is a data warehouse?

a. A database application that searches for hidden patterns in a data base.

b. A database designed to support decision making in organizations. It is batch updated and structured for rapid on-line queries and managerial summaries

c. An interactive computer-based system which helps decision makers utilize data and models to identify and solve problems and make decisions

d. Security software

11. Data has to be _____ before it can be converted into information

a. transformed

b. processed

c. changed

d. engineered

12. Information system model does not comprise of _____

a. input

b. process

c. output

d. storage

MODULE NO. 3

1. Which of the following module handles expenses, revenues, balance sheet, budgeting, bank statements?

a. Finance

b. Marketing

c. CRM

d. SCM

2. Which of the following module manages company's fixed asset to provide information on asset transaction?

a. Asset accounting

b. PDM

c. Plant Maintenance

d. CRM

3. Abbreviation of EIS is _____

a. Executive indoor systems

b. Executive information systems

c. Executive information supplier

d. External information supplier

4. Which of the following module manages basic data quality, inspection planning, material specification?

a. Quality planning

b. CRM

c. SCM

d. PDM

5. Quality planning module of quality management handles which of the following parameter?

a. Price

b. Customer

c. Quality

d. Relationship

6. What is the abbreviation of CAD?

a. Computer aided design

b. Computer applied design

c. Computer added designation

d. Computer aided designation

7. What is the abbreviation of CIQM?

a. Computer integrated quality management

b. Computer internal quality management

c. Computer integrated quality module

d. Customer internal quality management

8. Which of the following thing is managed by inventory management?

a. Stocks

b. Customer

c. Finance

d. Relationship

9. Stocks based on quality and value can be managed by _____

a. Customer management

b. Inventory management

c. Relationship management

d. Marketing

10. "Quality is defined by the customer" is:

a. An unrealistic definition of quality

b. A user-based definition of quality

c. A manufacturing-based definition of quality

d. A product-based definition of quality

11. TQM stands for _____

a. Total Quality Management

b. Total Quantity Management

c. Total Qualitative Management

d. To question management

12. Inspection is part of the _____

a. Quality control

b. Finance management

c. Customer relationship management

d. Plant Maintenance

13. TQM focuses on _____

a. Supplier

b. Provider

c. Customer

d. Generator

14. BOM is a _____

a. Multi-level document

b. Single level document

c. No document

d. Document less data

15. What is the abbreviation of PLM?

a. Product long term management

b. Product lifecycle management

c. Product life manipulation

d. Product learning management

16. Which of the following is not a subsystem of plant maintenance module?

a. Preventive maintenance control

b. Component tracking

c. Equipment tracking

d. Customer relationship management

17. Which of the following is a subsystem of plant maintenance module?

a. Preventive maintenance control

b. Customer relationship management

c. Customer relationship maintenance

d. SCM

18. Expand BPR

a. Business process reengineering

b. Business product reengineering

c. Business process refactoring

d. Big process reengineering

19. Which of the following enables equipment managers to identify components with chronic repair problems

a. Component tracking

b. Equipment tracking

c. Plant Maintenance calibration tracking

d. Preventive maintenance control

20. Which of the following department use OLAP for application such as budgeting, activity-based costing and so on

a. Financial

b. Marketing

c. Purchasing

d. Sales

MODULE NO. 4

1. In which of the following the manufacturer starts making the product or designing the product only after receiving the order?

a. make-to-stock

b. order delivery

c. make-to-order

d. order make

2. In which of the following the product is reserved in the inventory before the order is placed?

a. make-to-stock

b. order delivery

c. make-to-order

d. order make

3. Which of the following system is integrated with ERP system to save time in make-to-order?

a. CAD/CAM

b. SCM

c. CRM

d. PDM

4. Which of the following is not a characteristic of information in decision making?

a. Accuracy

b. Relevance

c. Timeliness

d. Cost

5. Which of the following option demands accuracy in decision making?

a. Information

b. Cost

c. Customer

d. Product

6. Which of the following is a characteristic of information in decision making?

a. Accuracy

b. Cost

c. Customer

d. Product

7. Why CAD/CAM system is integrated with ERP systems?

a. To save cost

b. To save time

c. To reduce manufacturing

d. To reduce number of employees

8. The direct benefits of an ERP system include:

a. Business integration, Flexibility, Improved customer goodwill, Customer satisfaction.

b. Business integration, Better analysis and planning capabilities, Flexibility, Use of latest technology

c. Better analysis and planning capabilities, Flexibility, Use of latest technology, Customer satisfaction.

d. Improved customer goodwill, Customer satisfaction, Use of latest technology, Flexibility

9. What are the primary business benefits of an ERP system?

a. Sales forecasts, sales strategies, and marketing campaigns

b. Market demand, resource and capacity constraints, and real-time scheduling

c. Forecasting, planning, purchasing, material management, warehousing, inventory, and distribution

d. Sales only

10. In the case of make-to-order items, the ERP systems save time by integrating with _____ systems

a. Engineering change control

b. Engineering change order

c. CAD and CAM

d. CAD

11. _____ is a key issue in the formation of strategic plans in companies

a. Computerized data

b. Quantity

c. Quality

d. Flexibility

12. Which process makes decision makers to get accurate information, in which format they want?

a. Decision making

b. Planning

c. Design

d. Testing

13. _____ provides planning, scheduling and control of facilities and equipment

a. HR module

b. Plant maintenance control

c. Sales and distribution

d. Finance

14. Which one of the following is not a benefit of an ERP system

a. Information integration

b. Better customer satisfaction

c. Use of latest technology

d. Program management

15. Which system is used to support decision makers?

a. MRP

b. DSS

c. KDD

d. SCM

16. The basic difference between MRP and MRP-II is:

a. Finance

b. Capacity Planning

c. BOM

d. Inventory

MODULE NO. 5

1. A process that involves continuously improving and detailing a plan as more detail become available is termed as:

a. Project analysis

b. Project enhancing

c. Progressive deliberation

d. Progressive elaboration

2. Which of the following is not an example of a business process?

a. Designing a new product

b. Hiring an employee

c. Purchasing services

d. Testing software

3. Which of the following is a data related problem?

a. Hardware problem

b. Record organisation problems

c. Heavy computational demands

d. Loss of comments

4. When does one decides to re-engineer a product?

a. When tools to support restructuring are disabled

b. When system crashes frequently

c. When hardware or software support becomes obsolete

d. Subsystems of a larger system requires less maintenance

5. Which of the following is not a business goal of re-engineering?

a. Cost reduction

b. Time reduction

c. Maintainability

d. No Business Goal

6. BPR stands for

a. Business process re-engineering

b. Business product re-engineering

c. Business process requirements

d. Business product requirements

7. Source code translation is a part of which re-engineering technique?

a. Data re-engineering

b. Refactoring

c. Restructuring

d. Re-engineering

8. Which of the following aspect is concerned with working conditions and amenities such as canteens, crèches, housing, transport etc.

a. Industrial relations aspects

b. Labour aspect

c. Welfare aspect

d. Monetary aspect

9. A program is usually a group of _____

a. plans

b. people and work

c. related projects

d. unrelated projects

10. The vertical expansion of job by increasing the amount of worker's responsibilities associated with the position is called:

a. Job rotation

b. Job simplification

c. Job Enrichment

d. Job Enlargement

11. Which of the following is not an external source of recruitment?

a. Employment Exchanges

b. Data Banks

c. Labour contractor

d. Transfer

12. Assembling project team and assigning their responsibilities are done during which phase of a project management?

a. Initiation

b. Planning

c. Execution

d. Closure

MODULE NO. 6

1. Which form of e-marketplace brings together buyers and sellers from multiple industries, often for MRO materials?

a. Horizontal

b. Vertical

c. Integrated

d. Inclined

2. Which form of e-marketplace brings together buyers and sellers from the same industry?

a. Horizontal

b. Vertical

c. Integrated

d. Inclined

3. Which type of add appears on a web page?

a. Pop-under ad

b. Pop-up ad

c. Banner ad

d. Discount ad

4. What type of ad appears on top of a web page?

a. Pop-under ad

b. Pop-up ad

c. Banner ad

d. Discount ad

5. What type of ad appears under a web page?

a. Pop-under ad

b. Pop-up ad

c. Banner ad

d. Discount ad

6. Which, if any, of the following types of ads are people most willing to tolerate?

a. Pop-under ad

b. Pop-up ad

c. Banner ad

d. Discount ad

7. Which of the following is an Internet-based company that makes it easy for one person to pay another over the Internet?

a. Electronic check

b. Electronic bill presentment and payment

c. Conversion rates

d. Financial cybermediary

8. Which of the following is a method of transferring money from one person's account to another?

a. Electronic check

b. Credit card

c. E-transfer

d. E-cash

9. An electronic check is one form of what?

a. E-commerce

b. Online banking

c. E-cash

d. Check

10. A combination of software and information designed to provide security and information for payment is called as _____

a. Digital wallet

b. Pop up ad

c. Shopping cart

d. Encryption

11. What is the name for direct computer-to-computer transfer of transaction information contained in standard business documents?

a. Internet commerce

b. E-commerce

c. Transaction information transfer

d. Electronic data interchange

12. Which of the following is used in B2B to pay for purchases?

a. E-commerce

b. Financial electronic data interchange

c. Electronic data exchange

d. Electronic checks

13. Public key encryption uses multiple keys. One key is used to encrypt data, while another is used to decrypt data. The key used to encrypt data is called the _____ key, while the key used to decrypt data is called the _____ key.

a. encryption, decryption

b. private, public

c. encryption, public

d. public, private

14. When a transaction is processed online, how can the merchant verify the customer's identity?

a. Use secure sockets layers

b. Use secure electronic transactions

c. Use electronic data interchange

d. Use financial electronic data interchange

15. The practice of forging a return address on an e-mail so that the recipient is fooled into revealing private information is termed?

a. Hacking

b. Cracking

c. Dumpster diving

d. Spoofing

16. What is a model of a proposed product, service, or system?

a. Prototyping

b. Prototype

c. Proof-of-concept prototype

d. Selling prototype

17. What is an internal organizational internet that is guarded against outside access by a special security feature called a firewall (which can be software, hardware, or a combination of the two)?

a. Client/server network

b. Intranet

c. Extranet

d. Thin client

18. What is an intranet that is restricted to an organization and certain outsiders, such as customers and suppliers?

a. Client/server network

b. Intranet

c. Extranet

d. Thin client

19. What is a detailed process for recovering information or an IT system in the event of a catastrophic disaster such as a fire or flood?

a. Disaster recovery plan

b. Hot site

c. Cold site

d. Disaster recovery cost curve

20. What is a separate facility that does not have any computer equipment but is a place where the knowledge workers can move after the disaster?

a. Disaster recovery plan

b. Hot site

c. Cold site

d. Disaster recovery cost curve

21. What is a separate and fully equipped facility where the company can move immediately after the disaster and resume business?

a. Disaster recovery plan

b. Hot site

c. Cold site

d. Disaster recovery cost curve

22. What charts the cost to your organization of the unavailability of information and technology and the cost to your organization of recovering from a disaster over time?

a. Disaster recovery plan

b. Hot site

c. Cold site

d. Disaster recovery cost curve

23. Which factor determines when your IT system will be available for knowledge workers to access?

a. Availability

b. Accessibility

c. Reliability

d. Scalability

24. Which factor determines who has the right to access different types of IT systems and information?

a. Availability

b. Accessibility

c. Reliability

d. Scalability

25. Which factor ensures your IT systems are functioning correctly and providing accurate information?

a. Availability

b. Accessibility

c. Reliability

d. Scalability

26. Which factor represents how well your system can adapt to increased demands?

a. Availability

b. Accessibility

c. Reliability

d. Scalability

27. Which factor represents a system's ability to change quickly?

a. Flexibility

b. Performance

c. Capacity planning

d. Benchmark

28. What determines the future IT infrastructure requirements for new equipment and additional network capacity?

a. Flexibility

b. Performance

c. Capacity planning

d. Benchmark

29. What automates business processes?

a. Workflow

b. ASP

c. Workflow system

d. EIP

30. What defines all of the steps or business rules, from beginning to end, required for a process to run correctly?

a. Workflow

b. Workflow system

c. ASP

d. EIP

31. What sends work assignments through an e-mail system?

a. Database-based enterprise information portal

b. Messaging-based enterprise information portal

c. Database-based workflow system

d. Messaging-based workflow system