



Uva Wellassa University of Sri Lanka
Faculty of Science and Technology
Department of Science and Technology
300 level 2nd Semester Examination – Dec.-2017/Jan.- 2018
SCT311-1 Enterprise Resource Planning



Instructions to candidates

Duration: One (01) hour

Number of questions: Three (03)

Answer any two (02) questions

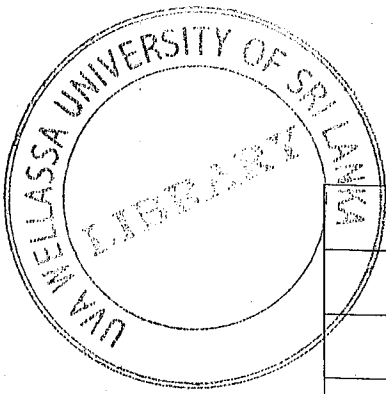
Mark allocation: 100

1.

- a. List the four (04) main functional areas in the operation of a business. (4 mark)
- b. List four (04) factors that are critical for the successful implementation of the Enterprise Resource Planning (ERP) system. (4 mark)
- c. List two (02) benefits of Customer Relationship Management (CRM) software/ tool. (2 mark)
- d. "An ERP system is an Information System". Do you agree with the above statement? Explain your answer. (5 mark)
- e. "ERP systems allow simultaneous access to the same data for planning and control". Discuss. (5 mark)
- f. Explain how the Internet can be integrated with the ERP system? (10 mark)
- g. Describe any five (05) major functional modules in any ERP system. (10 mark)
- h. Briefly explain the concept of open source ERP. (10 mark)

2.

- a. Explain what is meant by Flow Shop Scheduling. (5 mark)
- b. Explain how flow shop scheduling can be used to benefit a manufacturing company? (10 mark)
- c. Critically evaluate Electronic Data Interchange (EDI) system. (15 mark)
- d. In a given situation each and every task contains two (02) sub tasks known as cut and chop. Cut was done using machine – 01 and once it is finished the item has to go chop in machine – 02. Time taken for each operation is given in Table – 01. Assume that the machines are working properly when the operations were carried out. What is the total time to complete the whole job?



Task	Time in Minutes	
	Cut	Chop
1	30	90
2	60	45
3	45	45
4	15	60
5	40	60
6	90	30

Table – 01

(20 mark)

3.

- a. Describe two (02) functions included under marketing and sales. (6 mark)
- b. Describe three (03) main CRM activities. (6 mark)
- c. What is a Manufacturing Execution System (MES)? (4 mark)
- d. What is the goal of production planning? (4 mark)
- e. Explain the three (03) general approaches for production. (6 mark)
- f. Briefly explain what is Material Requirements Planning (MRP)? (4 mark)
- g. Explain the importance of MRP for an organization. (6 mark)
- h. What is meant by Master Production Schedule (MPS)? (4 mark)
- i. According to the table given below (Table – 02) determine the weekly demand for Product – A.

	Week 01	Week 02	Week 03
Demand Management	18/12 – 22/12	25/12 – 29/12	1/1 – 5/1
Monthly Demand Product - A	3220	1775	2232
Working Days in Week	5	5	5
Working Days in Month	21	21	21
Product – A Weekly Demand			

Table – 02

(10 mark)