

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI  
(END SEMESTER EXAMINATION)

CLASS: MBA  
BRANCH: MBA

SEMESTER : IV  
SESSION : SP/2023

SUBJECT: MT540 ENTERPRISE RESOURCE PLANNING

TIME: 3 Hours

FULL MARKS: 50

**INSTRUCTIONS:**

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
  2. Attempt all questions.
  3. The missing data, if any, may be assumed suitably.
  4. Before attempting the question paper, be sure that you have got the correct question paper.
  5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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		CO	BL
Q.1(a)	Explain network structure of ERP.	[5] 1	1
Q.1(b)	Explain communication protocol used in ERP.	[5] 1	2
Q.2(a)	Explain CRM with example.	[5] 2	1
Q.2(b)	Explain on line analytical processing in ERP.	[5] 1	2
Q.3(a)	List different steps of ERP life cycle.	[5] 2	1
Q.3(b)	What are the stages of quality management and also explain quality management enforcing technique in ERP?	[5] 2	2
Q.4(a)	Explain sales and distribution methods in ERP.	[5] 1	1
Q.4(b)	Explain plant maintenance in ERP.	[5] 2	2
Q.5(a)	Explain replication and fragmentation transparency in distributed database.	[5] 2	2
Q.5(b)	Explain client server architecture in the context of ERP.	[5] 2	2

::::::28/04/2023::::::E