

Time: 3 hours
Marks: 60

Answer any five questions
All questions carry equal marks

1. What do you mean by ERP? Discuss the evolution and evaluation of ERP.
2. How Business process Re-engineering can be integrated to ERP? Explain with suitable illustrations.
3. "ERP can be perceived as an effective tool to enhance customer satisfaction". Do you agree/ disagree with the above statement? Elaborate.
4. Discuss the various stages in development of ERP and its evaluation with the help of examples.
5. What are the various challenges in implementing ERP? How do you tackle them? Discuss.
6. Outline the various issues in business module of ERP in Human Resource Management.
7. Discuss the merits and demerits of SAP of Baan.
8. Elaborate the future trends and directions in ERP in the light of new markets and new technologies.