

Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University
Program: BBA

Semester: Fall, 2025
Time: 90 minutes
Course Code: 0613-326
Section: 64-A

Exam: Mid Term
Full Marks: 20
Title: Enterprise Resource Planning (ERP)
Course Teacher: Md. Mahbobor Rahaman

Question no.1: [CLO1, Level 3]
05]

[Marks :

Major ERP software in Bangladesh includes locally developed options like PrismERP and XERP, and global players such as SAP Business One, Microsoft Dynamics 365, and Odoo. The best choice depends on business needs, with local solutions often providing specific compliance and industry features, while global options offer wide scalability and integration.

Now, **apply** your understanding of ERP systems to a real-world business scenario. Suppose a medium-sized manufacturing company plans to adopt an ERP solution. Based on the reasons for ERP market growth and its key benefits, explain how ERP implementation could improve the company's overall efficiency and competitiveness.

Question no.2: [CLO2, Level 5]
05]

[Marks :

In Bangladesh, TQM is a newer concept focused on continuous, gradual improvement, often requiring significant commitment and a skilled workforce. BPR involves more radical, rapid redesign of processes for significant change. ERP systems like Odoo are becoming popular to support these initiatives by providing a platform for managing and integrating business processes, although their implementation can be supported by TQM principles.

Evaluate the different technologies related to ERP systems (e.g., cloud computing, AI, IoT, blockchain) and **explain** the key differences between TQM and BPR. Support your evaluation with examples and justify your choice.

Question no.3: [CLO3, Level 5]
05]

[Marks :

ERP is used for integrating and managing core business processes by automating tasks, providing real-time data, and improving collaboration across departments. This leads to increased efficiency, better decision-making, reduced costs, and a more cohesive and productive workforce, as all functions operate from a single system with a shared database. Critically **evaluate** the major phases of the ERP life cycle and assess their relative importance in achieving effective system integration and organizational performance.

Question no.4: [CLO3, Level 3]
05]

[Marks :

ERP vendors are business software developers and providers that create, sell, and implement enterprise resource planning systems. Vendors are also responsible for developing updates and additional releases to keep up with changes in their clients' industries.

Apply your understanding of ERP systems to examine both commercial and open-source ERP vendors, and illustrate how these can be applied to analyze the ERP market in Bangladesh.

