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

Semester: Spring, 2025 | Exam: Mid Term

Time: 1 hour 30 minutes | Full Marks: 20

Course Code: MIS-404 | Title: Enterprise Resource Planning (ERP)

Section: 62-A | Course Teacher: Md. Mahbobor Rahaman

Instructions:

1. Any kind of unfair means is strictly prohibited.
2. Answers to the point & relevant examples will carry greater marks.
3. Answer all of the 4 set questions. Read the question attentively, then answer to the point.

Question no.1: [CLO1, Level 3] **[Marks : 5]**

ERP is a platform companies use to manage and integrate the essential parts of their businesses. Many ERP software applications are critical to companies because they help them implement resource planning by integrating all the processes needed to run their companies with a single system. Now, **illustrate** the various reasons for the growth of the ERP market and **explain** the key benefits of ERP software. Which benefit, in your opinion, is the most critical for a company's success? Justify your answer.

Question no.2: [CLO2 & 4, Level 3 & 8] **[Marks : 5]**

Total Quality Management (TQM) and Business Process Reengineering (BPR) play crucial roles in enhancing business performance and competitiveness. BPR is vital for businesses aiming to achieve dramatic improvements in efficiency and effectiveness. Together, TQM and BPR empower businesses to enhance quality, reduce costs, increase agility, and maintain a competitive edge in a dynamic business environment. Now, **compare** process improvement (TQM) and process innovation (BPR), and **explain** the five-step approach to BPR.

Question no.3: [CLO3, Level 4] **[Marks : 5]**

ERP system enhances company's operations in every department by providing you with complete control of business's resources. Instead of going back and along between different departments from one app to another, you can handle everything in one place through ERP system software. However, to earn this level of efficiency for company, we must invest in a sound, well-reputed ERP system. Now, **distinguish** the various functional modules of SAP, Oracle, IFS and Microsoft Dynamics.

Question no.4: [CLO3, Level 4] **[Marks : 5]**

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. **Examine** the commercial and open-source vendors and **analyse** the ERP market in Bangladesh.