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

Semester: Summer, 2025 | Exam: Mid Term

Time: 90 minutes | Full Marks: 20

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

Section: 63-A | Course Teacher: Md. Mahbobor Rahaman

Instructions:

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

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

A medium-sized manufacturing company is facing operational inefficiencies due to the fragmentation of its information systems. As an ERP consultant, apply your knowledge to suggest how ERP software can help integrate various business functions (such as finance, HR, and supply chain). **Identify** the key benefits and **apply** the various reasons for the growth of the ERP market that the company would gain from implementing an ERP system.

Question no.2: [CLO2, Level 5] **[Marks : 5]**

Organizations often turn to Total Quality Management (TQM) and Business Process Reengineering (BPR) to drive change and improve performance. **Evaluate** the differences between process improvement through (TQM) and process innovation (BPR). **Explain** how the five-step approach to BPR supports successful ERP implementation and organizational transformation.

Question no.3: [CLO2, Level 5] **[Marks : 5]**

A company is planning to adopt an ERP system to streamline its operations across all departments. **Evaluate and compare** the functional modules offered by major ERP vendors such as SAP, Oracle, IFS, and Microsoft Dynamics. Additionally, **explain** the difference between commercial ERP vendors and open-source ERP vendors in terms of cost, flexibility, scalability, and vendor support.

Question no.4: [CLO1, Level 3] **[Marks : 5]**

Imagine your organization is planning to implement an ERP system. **Apply** your understanding of the ERP life cycle by **identifying** and explaining each major phase involved in the implementation process.

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