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ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)  
ORGANISATION OF ISLAMIC COOPERATION (OIC)

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Semester Final Examination

Course No. : BTM 4627

Course Title : Enterprise Resource Planning (ERP)

Summer Semester, A. Y. 2021-2022

Time : 3 hours

Full Marks : 150

Answer **all 6 (six)** questions. All questions carry equal marks. Marks of each question and corresponding CO and PO are written in the right margin with brackets.

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1. a) What are the key differences between a legacy system and an ERP system? How do these differences impact businesses in terms of operational efficiency, cost-effectiveness, and scalability? 8 (CO1)  
(PO1)
  - b) What are some of the most common reasons of failure in ERP implementation projects? Identify some effective strategies that organizations can use to overcome these obstacles to achieve successful ERP adoption and integration within their business processes. 8 (CO1)  
(PO1)
  - c) How do functional and process business models represent different approaches to organize a company's resources, capabilities, and workflows? What are the key theoretical frameworks that underpin these models in terms of optimizing efficiency, effectiveness, and innovation within an organizational context? 9 (CO1)  
(PO1)
  2. a) What are the important characteristics of companies that choose to adopt a global ERP system? How do these characteristics impact on the implementation process and outcomes in terms of operational efficiency, cost-effectiveness, risk management, and overall business performance? 8 (CO1)  
(PO1)
  - b) What are the significant differences between commercial ERP vendors and open source ERP vendors? How do these differences impact on the decision-making process for businesses looking to adopt an ERP system? 8 (CO3)  
(PO3, PO11)
  - c) Plot a matrix to compare the functionality and cost of ownership of various commercial ERP vendors. Provide a brief analysis of the key features, benefits, and limitations of each vendor based on their position in the matrix. 9 (CO3)  
(PO3, PO11)
  3. a) What are the key components of the architecture of an enterprise system? How do they interact with each other to support business processes and enable effective decision-making within an organization? 8 (CO2)  
(PO5, PO11)
  - b) What are the main categories of ERP systems? How they are typically classified based on factors such as organization size, industry sector, and functional scope? 8 (CO1)  
(PO1)
  - c) Company ABC is a retail company that operates a chain of stores across the country. In order to improve their business processes and enhance customer satisfaction, the company decided to implement an ERP system that would help them to better manage their inventory, sales, and customer relationships. 9 (CO2)  
(PO5, PO11)

operation efficiency. In an era that highly values innovation, technology, and service, Fusheng's goal is to integrate people, information, and technology in order to become a professional service provider. FICL has more than 2300 employees.

**Problem/ Situation**

One of the main problems the company faced was error in the inventory management system, delays in setting the accounts, slow and error-prone inter-factory transactions, etc. The company wanted to implement a system that would:

- Streamline the global operations and inter-factory transactions
- Reduce financial closing times and purchasing costs
- Improve factory management and accuracy, consistency, and transparency of data

As an ERP consultant, you have been hired to provide a solution and its implementation, along with highlighting the benefits of your proposed solution.