404 IT – Enterprise Resource Planning (ERP)

Multiple Choice Questions.

Q .no	Question	Answer
1	What is ERP system? A) ERP systems provide a foundation for collaboration between departments B) ERP systems enable people in different business areas to communicate C) ERP systems have been widely adopted in large organisations to store critical knowledge used to make the decisions that drive the organisation's performance D) All of the above	D
2	Which of the following is consider as core part of ERP system? A) Information B) Employees C) Customers D) Database	D
3	What must a system do to qualify as a true ERP solution? A) Be flexible B) Be modular and closed C) Extend within the company D) All of the above Response: This is the definition of middleware.	A
4	………. is a reason for ERPs explosive growth? A) ERP is a logical solution to the mess of incompatible applications B) ERP addresses the need for global information sharing and reporting C) ERP is used to avoid the pain and expense of fixing legacy systems D) All of the above	D
5	………………. occurs when everyone involved in sourcing, producing, and delivering the company's product works with the same information?	D

	A) Eliminates redundancies B) Cuts down wasted time C) Removes misinformation D) All of the above	
6	There are several different types of software, which sit in the middle of and provide connectivity between two or more software applications? A) Middleware B) Enterprise application integration middleware C) e-business infrastructure D) Automated business process	A
7	What represents a new approach to middleware by packaging together commonly used functionality A) Middleware B) Enterprise application integration middleware C) Automated business process D) e-business infrastructure	B
8	…………… are the primary users of SCM systems? A) Sales, marketing, customer service B) Accounting, finance, logistics, and production C) Customers, resellers, partners, suppliers, and distributors D) All of the above	C
9	-------- are the primary business benefits of an ERP system? A) Sales forecasts, sales strategies, and marketing campaigns B) Market demand, resource and capacity constraints, and real-time scheduling C) Forecasting, planning, purchasing, material management, warehousing, inventory, and distribution D) All of the above	C
10	Accounting, finance, logistics, and production are the primary users of systems? A) Sales, marketing, customer service B) ERP C) Customers, resellers, partners, suppliers, and distributors D) All of the above	B
11	_____ handling and sharing has become a vital process for efficient and effective working of any organisation.	C

	a. Material b. Resource c. Information d. Database	
12	_____ became the fundamental concept of production management and control. a. BOM b. MRP c. ERP d. MRP II	B
13	In the 1990 ERP packages were targeted at the manufacturing industry. a. 1970's b. 1990' c. 1980's d. 1960's	B
14	The _____ should plan well and execute perfectly the implementation of ERP. a. Organisation b. System developers c. Vendors d. Top Management	B
15	Which is one of the most critical steps in the ERP implementation? a. Creation of Organisational Model b. Creation of Integrated Data Model c. Creation of Business Model d. Creation of Data Model	B
16	What is one of the key resources of every organisation, in today's competitive business environment? a. Employee b. Information c. ERP d. Database	B
17	When a customer needs to check the performance of the company before he places an order, which department has to be in a position to provide the necessary information?	C

	a. Production b. Quality c. Marketing d. Finance	
18	In an integrated data model, what gives a snapshot of the organisation at any given time? a. ERP b. Database c. Management d. MIS	B
19	OLAP stands for: a. On-Line Analytical Processing b. On-Line Account Processing c. On-Line Arithmetic Processing d. On-Line Application Processing	A
20	Data mining is the process of identifying valid, new, potentially useful, and ultimately clear _____ from databases. a. Decision b. Strategies c. Information d. Account	c
21	EIS stands for: a. Executive Interaction System b. Executive Interconnecting Systems c. Executive Information Systems d. Executive Instrumental Systems	C
22	DSS is quite _____ and is available on request. a. Structured b. Non-structured c. Semi-structured d. Unstructured	D
23	ERP system is built on a _____ utilising a common computing platform a. Centralised database b. Individual databases c. Modular databases d. Centralised layout	A

24	Which of the following is an example for commercial ERP a. ERP5 b. Microsoft Dynamics AX c. Compiere d. Fisterra	B
25	NPV is the abbreviation of a. Net Present Variation method b. Net Present Value method c. Neutral Present Value method d. Net Preventive Value method	C
26	ERP vendors usually design their systems around standard business processes, based upon _____ a. Business standards b. Global standards c. Best business practices. d. Best profitable standards	C
27	The _____ module's internal functions do not directly interact with the data or processes of other modules. a. Finance b. Quality Management c. Sales and Distribution d. Plant Maintenance	B
28	Which among the following systems can be assigned to a cost centre directly which illustrates the interface to the cost accounting system? a. FAPA b. Purchasing c. Sales and Distribution d. CASO	D
29	Which system provides the foundation for creating concurrent business processes across the supply chain and achieving Return on Assets (ROA) improvement? a. Finance b. Inventory c. Manufacturing d. Sales	C

30	The processes described in the quality manual can be implemented and automated in the EDP system. Here what does EDP stand for? a. Electronic Data Processing b. Electronic Dictionary Project c. Electrical Data Processing d. Employee Development Plan	A
31	What is the key to MRP? a. Quantity of requirements for components are based upon the structure of the Bill of Material. b. Production of requirements for components are based upon the structure of the Bill of Material. c. Time-phasing of requirements for components are based upon the structure of the Bill of Material. d. Capacity of requirements for components are based upon the structure of the Bill of Material.	C
32	During the 80s, tools were developed to assist the planning of: a. Production levels b. Priority planning system c. Capacity requirements d. Planning functions	A
33	Complete the sentence: MRP-II systems provide… a. Information that is useful to all functional areas and encourage cross-functional interaction. b. Information with cost data. c. Information that can be used for other company functions. d. Accurate inventory information.	B
34	ERP is restricted to being a _____ operations system in the country. a. Finance b. Budgeting modules c. Manufacturing d. Transaction-oriented	D
35	_____ allow companies to enter requirements for various types of items. a. Purchase order b. Purchase requisitions c. Invoice d. General ledger	B

36	What is EDI? a. Electronic Data Interface b. Exchange Data Interchange c. Exchange Data Interface d. Electronic Data Interchange	D
37	_____ module supports the entire sales and purchase processes from start to finish. a. Order management b. Sales management c. Purchase management d. Master Data Management	A
38	_____evaluates whether or not customer contract agreement are being met. a. Purchase order management b. Sales order management c. Master data management d. Warehouse management	D
39	_____ maintains reports of warehouse supplies. a. ERP financial module b.ERP Inventory software module c. ERP Resource module d. ERP verification module	B
40	Web ERP is suitable for _____ . a. Both small and big organisations b. Only big organisations c. Medium scale organisations d. Only small organisations	A
41	RFP stands for _____ . a. Request For Productivity b. Request For Profits c. Request For Processing d. Request For Proposal	d
42	Installing ERP Inventory systems is _____ . a. Simple b. Trouble free c. Complex d. Cost effective	C

43	In recent years, CRM has become a primary component of: a. ERP vendors b. ERP software solutions. c. CRM software d. CRM solutions	B
44	_____is the most common operating system for running CRM software a. UNIX b. Windows NT c. Windows Vista d. Windows XP	A
45	_____ module keeps track of liquidation process. a. Market management module b. Liquidation module c. Treasury module d. Enterprise management module	C
46	_____ system maintains employees information in graphical format. a. Employee master data b. Personnel administration c. Payroll accounting d. Benefits administration	A
47	As processes become more automated and efficient, a. It is best to treat ERP as an investment as well as a cost-cutting measure. b. It is not best to treat ERP as an investment as well as a cost-cutting measure. c. It is best to treat ERP as an disinvestment as well as a cost-cutting measre. d. It is best to treat ERP as an investment but not as a cost-cutting measure.	D
48	ETO means a. Engineer-toOrder b. Engineer-to-Offer c. Enterprise-to-Order d. Enterprise-to-Offer	A

49	The vendor should have a _____, who must constantly interact with the implementation team. a. Liaison officer b. Project Supervisor c. Project Manager d. Implementation co-ordinator	A
50	Identify the correct statement. a. The only problem with the package vendors is that they are very expensive. b. The only problem with the business consultants is that they are very expensive. c. The only problem with the employee training is that it is very expensive. d. The only problem with the planning of implementation is that it is very expensive.	B
51	When ERP system is introduced in a company, many employees find the transformation difficult to accept because of which of the two reasons: 1. The employees are not given proper training. 2 Employees who were earlier doing the work of recording information are transformed into decision-makers. 3. Of fear of unemployment. 4. They fear that ERP systems will revolutionalise the way they live and work. a. 1 & 2 b. 3 & 4 c. 2 & 4 d. 1 & 3	D
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	d. 1 & 3	

53	MRP stands for
	  a) Manufacturing Resource Planning
	  b) Master Resources Production
	  c) Management Reaction Planning
	  d) Materials Requirements Planning
		D

54	Closed Loop MRP means:
	  a) Capacity and resource planning is included in the MRP logic.
	  b) Actual inventory is counted regularly and adjustment made to the inventory records.
	  c) Actual sales are netted off the forecasts in the MPS.
	  d) Unused materials are returned to stores and recorded back into the system.
		A

55	The package should be _____ and should have installations in countries where the _____ has offices. a. Domestic, Vendor b. International, Company c. International, System developer d. International, Vendor	B
56	The _____ should be a replica of the organisation's _____ processes. a. MIS, Business b. ERP, Financial c. MIS, Financial d. ERP, Business	B
57	The disadvantages of a system when it works in isolation are: 1. It becomes difficult to collect and analyse data needed for the functioning of any department. 2. It results in the loss of profits to the organisation that could have been better spent in decision making. 3. Business executive or decision-maker cannot take good decisions with the isolated data. a. 1 & 3 b. 1 & 2 c. 2 & 3 d. 1	A
58	MIS is a computer-based system that optimises the	B

	_____of information throughout an organisation. 1. Collation 2. Collection 3. Transfer 4. Presentation a. 1, 2, & 3 b. 1, 3, & 4 c. 1, 2, & 4 d. 1, 2, 3, & 4	
59	In the next generation, DSS hardware and software will be embedded with the latest technological innovations like the 1. Planning and forecasting models, 2. Fourth generation languages, 3. Artificial intelligence. 4. Data mining a. 1, 3, & 4 b. 1, 2, & 3 c. 1 & 3 d. 3 & 4	b
60	The stakeholders within the enterprise must a. Be involved in the project initiation phase where the decision making process is agreed and attend Vendor demonstrations b. Not assist in the gathering of requirements c. Not be involved in vendor demonstration d. Involve only in vendor demonstration	A
61	One common mistake that companies resort when selecting an ERP system is a. Non biased selection b. Over-emphasis on system cost c. Complete set of requirements d. Not relying on vendor demos	B
62	The sales and distribution modules of many ERP vendors, offer a comprehensive set of best of its kind components for both _____ and _____ management. a. Manufacturing, Production b. Sales, Distribution c. Planning, Business	D

	d. Order, Logistics	
63	_____ are collected and archived in a manner that offers full support for _____ process control techniques. a. Product quality metrics, Statistical b. Statics, Product quality metrics c. Production quality, Statistical d. Product quality metrics, Financial	A
64	Identify the correct statements. 1. The manufacturing segment accounts for nearly 25% of the total Information Technology 2. The process and discrete manufacturing segments spent a total of Rs 2,605 crore on IT in the year 1996-97. 3. The manufacturing segment helps in improving IT infrastructure, automating internal and external processes, and better decision-making. 4. Discrete manufacturing accounted for nearly 15% of the total segment spending and the rest came in from process manufacturing. a. 1 & 4 b. 2 & 3 c. 1 & 3 d. 2 & 4	C
65	Identify the two aims of JIT approach applied to the organisation. 1. Production system 2. Elimination of Waste 3. Total Employee Involvement 4. Production philosophy a. 1 & 2 b. 2 & 3 c. 1 & 4 d. 3 & 4	C
66	Which among the following information is available in the Supplier file? 1. Purchasing information 2. Payment terms 3. Tolerance for receiving and invoicing 4. Addresses a. 1 b. 3 & 4 c. 1, 2, 3 & 4	D

	d. 2 & 3	
67	The Sales Support component helps the sales and marketing department to………………………. a. Support existing customers only. b. Supports in developing new business. c. Support existing customers but does and help to develop new business. d. Support existing customers and, at the same time, to develop new business.	C
68	Identify the correct answer: The three major activities associated with ERP inventory management are: A. Identifying inventory requirements B. Customising information C. Monitoring item usages D. Integrating the inventory balances a. B,C,D b. D,A,B c. A,C,D d. C,B,A	C
69	Select the modules that decides the inputs required and suppliers for delivery? A. Inventory placing B. Inventory order assessment C. Inventory requisition D.Supplier Performa a. A,D b. D,B c. C,B d. D,C	C
70	CRM yields employees with _____ and improves personal _____ efficiencies a. Work, work advantage b. Customisation, work c. Work advantage, work d. Customisation, work advantage	C
71	Identify the right answer. The two major objectives of Human Resources are: A. To provides instant updates of information. B. To make the workflow cost effective.	C

	C. To provide training to the employees. D. To provide self service benefits to the employees. a. B,C, b. D,A, c. B,D d. A,C	
72	As processes become more automated and efficient, a. It is best to treat ERP as an investment as well as a cost-cutting measure. b. It is not best to treat ERP as an investment as well as a cost-cutting measure. c. It is best to treat ERP as an disinvestment as well as a cost-cutting measure. d. It is best to treat ERP as an investment but not as a cost-cutting measure.	A
73	The _____ and _____ manage the supplier relations, monitor the vendor activities and manage the supplier quality in an organisation. a. Supplier management, customisation processes b. Supplier maintenance, control processes c. Supplier management, control processes d. Supplier maintenance, customisation processes	C
74	The direct benefits of an ERP system include: a. Business integration, Flexibility, Improved customer goodwill, Customer satisfaction. b. Business integration, Better analysis and planning capabilities, Flexibility, Use of latest technology. c. Better analysis and planning capabilities, Flexibility, Use of latest technology, Customer satisfaction. d. Improved customer goodwill, Customer satisfaction, Use of latest technology, Flexibility.	b
75	Identify the correct statement (s) about MIS. 1. A system that produce information products that support many of the day-to-day decision making needs of the management. 2. Also called information managing system. 3. A system that satisfies the needs of the top level management. 4. A system that operates at a departmental level. a. 2 & 3 b. 1 & 4	B

	c. 4 d. 1, 2 & 3	
76	An ideal interface for an EIS would be the one that is: 1. Simple to use. 2. Highly flexible. 3. Provides consistent performance. 4. Reflects the executive's world. a. 1, 2, & 3 b. 2, 3, & 4 c. 1, 2, 3, & 4 d. 1, 2, & 4	C
77	Arrange the following statements in correct order A. Determining the timing of data migration B. Deciding on migration related setups C. Identifying the data to be migrated D. Freezing the tools for data migration E. Deciding on data archiving F. Generating the data templates a. C, F,A,B, D, E b. C, A, F, D, B, E c. F, D, A, C, B, E d. D, A, C, B, E, F	C
78	Identify the subsystems of Plant Maintenance module of an ERP system: 1. Component Tracking 2. Preventive Maintenance Control 3. Inventory Management 4. Cost Management a. 1, 2 & 3 b. 2, 3 & 4 c. 1 & 2 d. 1, 3 & 4	C
79	Identify the main components of PDM systems— 1. Data Management 2. Classification of Components 3. Product Structure 4. Document relationships a. 1, 2 & 3 b. 1, 4 & 3 c. 2 & 3 d. 4 & 3	

80	Sub modules of Sales and Distribution modules are: 1. Order Management 2. Warehouse Management 3. Foreign Trade 4. Sales Support a. 3 b. 1 & 2 c. 2 & 4 d. 1, 2, 3 & 4	D
81	Match the following: First set: 1. Material request management 2. Material Issue 3. Material Receipt 4. Stock Valuation Second set: A. A receipt is issued from the seller. B. Stock is verified mechanically. C. Appeal for materials is made from various departments. D. Materials are issued as per order. a. 1A, 2B, 3C, 4D. b. 2A, 3C, 4D, 1B. c. 4A, 2C, 3D, 1B. d. 3B, 2D, 4C, 1A.	A
82	Components of a CRM system are: 1. Users 2. Hardware and Operating Systems 3. CRM Software 4. Business Processes a. 3 &4 b. 1, 2, 3 & 4 c. 2 & 4 d. 1,2 & 3	B
83	State whether the following are True/False.	c

	1. HRM defines enterprise planning for work and job roles with respect to specific language. 2. HRM defines staff selection and decides various phases of the project according the policies of the company. 3. HRM does not facilitate recruitment process. 4. HRM deploys effective search engine to easily find and sort out the profiles that is filtered with respect to the company's criteria. a. 1T, 2F, 3F, 4T b. 1T, 2T, 3T, 4T c. 1T, 2T, 3F, 4T d. 1T, 2T, 3F, 4F	
84	Important point to be kept in mind while evaluating ERP software is the total costs that includes 1. Cost of license 2. Cost of Training 3. Implementation and maintenance cost. 4. Customisation and hardware requirements costs. a. 1, 2, & 3 b. 2, 3, & 4 c. 1, 2, 3, & 4 d. 1, 2, & 4	C
85	Match the following sets of topology categories and their examples. First Set: 1. Internal failure costs 2. External failure costs 3. Appraisal costs, 4. Prevention costs Second Set: A. Costs of scrap. B. Design and development of new quality equipment C. Cost of inspecting upon arrival. D. Warranty claims. a. 1A, 2D, 3C, 4B b. 1C, 2B, 3D, 4A c. 1C, 2D, 3A, 4B d. 1C, 2A, 3B, 4D	A
86	World Software automatically allows the user to, 1. Selectively mix, match and integrate software applications.	D

	2. Easily modify it to ongoing business, local and organisation-specific requirements. 3. Maximise productivity by shrinking the amount of training users need. 4. Add WorldVision, its advanced graphical user interface. a. 1 & 3 b. 2, 3, & 4 c. 1, 2, & 3 d. 1, 2, & 4	
87	Identify the statements whether true or false. 1. Consultants come up with innovations that make the packages more efficient and flexible to implement and use. 2. New ERP packages don't have features and functionality to cater to the needs of businesses in all sectors. 3. The company can develop the training and testing environment for the implementation team as they acquire the package. 4. There is no need to provide the in-house experts a through training on the features of the package. a. 1T, 2F, 3F & 4T b. 1T, 2T, 3T, & 4F c. 1F, 2T, 3F, & 4F d. 1F, 2F, 3T, & 4F	D
88	Identify the statements whether true or false. 1. SAP R/3 application Reference Model provides views of R/3 processes, data models and functions. 2. BAPIs are implemented and stored in the R/3 system as RFC modules. 3. BAPIs can be called as sets of methods that never allows external applications to collaborate with specific R/3 business objects. 4. BAPIs gives flexibility to the second party application vendors to build supporting applications for the R/3 system. a. 1T, 2T, 3F & 4T b. 1F, 2T, 3T, & 4F c. 1F, 2T, 3F, & 4T d. 1F, 2F, 3T, & 4F	A
89	. ERP supports _____ currency value. A. multiple. B. single. C. three. D. five.	A

90	ERP package will handle _____ business functionalities.
	  A. one.
	  B. two.
	  C. three.
	  D. all.
		D

91	The most important step of ERP implementation is _____ phase.
	  A. installing.
	  B. training.
	  C. gap analysis.
	  D. testing.
		C

92	An enterprise is a group of people with _____.
	  A. common goal.
	  B. separate goal for each department.
	  C. multiple goals.
	  D. two or more goals.
		A

93	In _____, entire organization is considered as a system and the departments are its subsystem
	.
	  A. business way.
	  B. general.
	  C. enterprise way.
	  D. planning.
		c

94	An information system produces information using the _____ cycle.
	  A. data analysis.
	  B. input-process-output.
	  C. input-output.
	  D. process-input-output.
		B

95	. _____ used to support the old process to become useful in the new process, involves reducing
	 some
	requirements while expanding others.
	  A. Transitioning the information.
	  B. software management.
	  C. front-office software.
	  D. information system.
		A

96	. The traditional business system is called as _____.
	    A. modern method.
	    B. advanced method.
	    C. effective method.
	    D. legacy method.
		D

97	Which of the following method is used to produce reports about data.
	    A. Decision Support Systems.
	    B. Executive Information Systems.
	    C. Query/Report Writing Tool.
	    D. All the above.
		D

98	_____ approaches reduces data redundancy and provide update information.
	    A. Legacy system.
	    B. Information system.
	    C. Integrated data model.
	    D. Data base.
	  ANSWER: C
		C

99	The elapsed time between placing an order and it receiving it is also known as _____.
	    A. elapsed time.
	    B. waiting time.
	    C. time interval.
	    D. expected time.
	  ANSWER: A
		A

100	In order to reduce the lead times, the organization should have an efficient _____ system.
	    A. purchasing.
	    B. production planning.
	    C. inventory.
	    D. integrated inventory.
		D

101	Customer specific products are also known as _____.
	    A. make-to-stock.
	    B. make-to-order.
	    C. goods.
	    D. expected products.
		B

102	Using _____ system, business can gain effective control over engineering change orders. A. engineering change control.	A

	B. engineering change order. C. inventory. D. production planning.	

103	In the case of make-to-order items, the ERP systems save time by integrating with _____ system
	s.
	   A. engineering change control.
	   B. engineering change order.
	   C. CAD and CAM.
	   D. CAD.
		C

104	The _____ planning features of most ERP systems offer, both rough cut and detailed capacity
	 planning.
	   A. capacity.
	   B. production.
	   C. marketing.
	   D. test.
		A

105	_____ is the process by which different functional areas can work together to design and dev
	elop a product
	that meets the needs of the customer.
	   A. Software Engineering.
	   B. Concurrent Engineering.
	   C. Knowledge Engineering.
	   D. Database.
		B

106	. _____ is a key issue in the formation of strategic plans in companies.
	   A. Computerized.
	   B. Quantity.
	   C. Quality.
	   D. Flexibility.
		D

107	. The business information has _____ fundamental characteristics.
	   A. 1
	   B. 2
	   C. 3
	   D. many
		C

108	The CRM system consist of _____ components.
	    A. 2.
	    B. 3.
	    C. 5.
	    D. many.
		B

109	. _____ is the first phase in BPR.
	    A. Begin organizational change.
	    B. Identifying BPR opportunities.
	    C. Reengineering the process.
	    D. Blueprint the new business system.
		A

110	. The first step in business strategy is _____.
	    A. planning.
	    B. develop blueprint.
	    C. marketing.
	    D. assessment.
		D

111	. During the _____ session the reengineering must also consider new technologies.
	    A. planning
	    B. implementing.
	    C. brainstorming.
	    D. training.
		C

112	The reengineering team must consider _____ in the redesign of a process.
	    A. all resources.
	    B. all process stakeholders.
	    C. existing system.
	    D. legacy system.
		B

113	The _____ contains models of the redesigned organizational structure.
	    A. planning report.
	    B. blueprint.
	    C. marketing strategy.
	    D. implementation report.
		B

114	Transforming the workforce will require a _____.
	    A. array of activities.
	    B. blueprint.
	    C. training and education.
	    D. planning.
		A

115	The primary concept of _____ is that storing huge amount of data.
	    A. data mining.
	    B. OLAP.
	    C. supply chain management.
	    D. data warehousing.
		D

116	A data warehouse is a collection of _____ that is critical to the successful execution of en
	terprise initiatives.
	    A. raw data.
	    B. tables.
	    C. computer based information.
	    D. reports.
		C

117	W.H.Inmon is credited as the father _____ concepts.
	    A. Data mining.
	    B. Data warehouse.
	    C. BPR.
	    D. OLAP.
		B

118	The heart of data warehouse is its _____ where the bulk of data resides.
	    A. current data.
	    B. raw data.
	    C. new data.
	    D. reports.
		A

119	The data warehouse archives contain _____ of significant, continuing interest and value to
	the enterprise.
	    A. new data.
	    B. current data.
	    C. old data.
	    D. meta data.
		C

120	_____ oversee the day-to-day operations of respective functional areas during ERP impleme
	ntation.
	    A. Consultant.
	    B. Package vendor.
	    C. End users.
	    D. Functional managers
		D

121	Data mining is a powerful new technology to _____ from large databases.
	    A. extraction of hidden predictive information.
	    B. generating reports.
	    C. retrieving data.
	    D. show result.
		A

122	_____ is used to produce reports about data.
	    A. Data access. .
	    B. DSS,EIS and query writing tools.
	    C. DSS
	    D. Query writing tools
		B

123	The _____ used by the data mining for the creation of information about data.
	    A. data verification.
	    B. data validation.
	    C. discovery model.
	    D. analysis model.
		C

124	_____ is the task of identifying a finite set of most categories the data set.
	    A. Predicting.
	    B. Classification.
	    C. Deviation detection.
	    D. Clustering
		D

125	The OLAP concept has _____ rules.
	    A. 12
	    B. 10
	    C. 5
	    D. 50
		A

126	OLAP transforms data warehouse data into _____.
	    A. reports.
	    B. strategic information.
	    C. existing data.
	    D. tables.
		B

127	40. A _____ provides more than the ability to "slice and dice".
	    A. single dimensional view of data.
	    B. reports.
		C

	C. multi dimensional view of data. D. forms.	

128	. _____ focus on the process of communicating, teaching, demonstrating and configuring softw
	are for the
	business process flows.
	    A. Management consultants.
	    B. Application consultants.
	    C. Package vendors.
	    D. Functional participants.
		B

129	_____ departments use OLAP for applications such as budgeting, activity based costing and so
	on.
	    A. Financial.
	    B. Marketing.
	    C. Purchasing.
	    D. Sales.
		A

130	_____ information is computed data that usually reflects complex relationships.
	    A. Database.
	    B. Just-in-time.
	    C. Real.
	    D. Processed.
		B

131	OLAP databases must be able to do more than _____.
	    A. complex aggregation.
	    B. expected result.
	    C. simple aggregation.
	    D. derived result
		C

132	The computation of the _____ is one of the most complex calculations.
	    A. forecast.
	    B. production.
	    C. sales.
	    D. planning.
		A

133	. Expand DRP.
	    A. data reprocessing.
	    B. descriptive requirements planning.
		C

	C. distribution requirements planning. D. data requirements planning.	
134	_____ is one of the benefits of supply chain management. A. Easy process. B. Manufacturing make-to-stock products. C. Minimum time. D. Faster response-to-market changes.	D
135	. _____ is a track-proven technology applicable to every company. A. OLAP. B. Supply chain management. C. Data mining. D. Data warehousing.	B
136	49. The companies can use supply chain management for _____. A. critical business process. B. effective planning. C. inventory control. D. material management.	A
137	Which committee formulates the long term goals, objectives and strategies regarding the ERP impl ementation. A. Executive committee. B. Project management committee. C. Implementation team. D. End-users.	A
138	The three fundamental characteristics of information are _____. A. accuracy, relevancy and timeliness. B. quality, quantity and process. C. accuracy, quality and relevancy. D. quality, accuracy and timeliness.	A
139	The main drawback of legacy system is _____. A. less effectiveness. B. high cost. C. no integration. D. more modules.	C

140	_____ is group of people with common goal.
	  A. Department
	  B. System.
	  C. Resource.
	  D. Enterprise.
		D

141	The three performance related measures are _____.
	  A. system, hardware and software.
	  B. quality, quantity and product design.
	  C. cost, time and benefits.
	  D. hardware, software and product design.
		C

142	The _____ model fails in creating the integrated information environment in business.
	  A. traditional information.
	  B. modern information.
	  C. ERP.
	  D. computerized.
		A

143	Most organizations are implementing or planning to implement _____.
	  A. packaged software solution.
	  B. separate software solution.
	  C. simple software.
	  D. complex software.
		A

144	. ERP system is for _____.
	  A. major departments only. .
	  B. entire organization.
	  C. marketing and sales.
	  D. production department
		B

145	The cost of ERP is _____.
	  A. depends on the package.
	  B. depends on available resources.
	  C. technology used
	  D. all the above.
		D

146	ASAP road-map is a detailed project plan by _____ that describes all activities in an implemen
	tation.
	  A. SAP.
	  B. ORACLE.
	  C. PeopleSoft.
	  D. Baan.
		A

147	The company should conduct a _____ about the implementation and implementation strategies. 　A. feasibility study. 　B. survey. 　C. case study. 　D. test.	A
148	ERP implementation process has _____ phases. 　A. one. 　B. two. 　C. five. 　D. eleven.	D
149	In pre-selection phase, _____ packages will be selected. 　A. 5. 　B. 10. 　C. 15. 　D. more than 15.	A
150	PeopleSoft is strong in _____. 　A. manufacturing. 　B. HR. 　C. plant and maintenance. 　D. finance.	B
151	Baan company is strong in _____. 　A. manufacturing. 　B. HR. 　C. plant and maintenance. 　D. finance. 　ANSWER: A	A
152	What is the strategy of package evaluation? 　A. Trail and error. 　B. Accept with error. 　C. Do it right the first time. 　D. Take it as a trial.	C
153	The objective of package evaluation is to find a package that covers _____ requirements. 　A. minimum. 　B. 50%. 　C. 99%. 　D. each and every.	D

154	In _____ phase roles are identified and responsibilities assigned.
	    A. project planning.
	    B. gap analysis.
	    C. reengineering.
	    D. configuration.
		A

155	The project planning phase will be headed by _____.
	    A. management.
	    B. vendor.
	    C. ERP in-charge.
	    D. consultant.
		C

156	Normally the ERP package needs _____ of company's functional requirements.
	    A. 50%.
	    B. 60%.
	    C. 80%.
	    D. 100%.
		C

157	The _____ team normally includes hired consultants and the in-house team.
	    A. work team
	    B. project management team.
	    C. executive committee.
	    D. all the above.
		A

158	The _____ approach emphasizes the human element of necessary change within organizations.
	    A. OLAP.
	    B. data mining.
	    C. data warehousing.
	    D. BPR.
		D

159	Baan company users an automated configuration tool is known as _____.
	    A. industry specific templates.
	    B. orgware.
	    C. complete solutions.
	    D. automatic updation.
		B

160	The test cases must be decided specifically to find the _____ in the system.
	  A. methods.
	  B. real cases.
	  C. weak links.
	  D. loops.
		C

161	In which phase, data conversion is done?
	  A. Going live.
	  B. Testing.
	  C. Training.
	  D. Configuration.
		A

162	In which phase the actual users of the system will be given training on how to use the system?
	  A. Gap analysis.
	  B. Reengineering.
	  C. Implementation team training.
	  D. End user training.
		D

163	_____ is the last phase in ERP implementation life cycle.
	  A. Testing.
	  B. End user training.
	  C. Post implementation.
	  D. Going live.
		C

164	Which is the important thing the selection of package?
	  A. Selection of vendor.
	  B. Selection of consultant.
	  C. Selection of implementation team.
	  D. Assigning roles and responsibilities
		A

165	Generally an ERP implementation can be divided into _____ phases.
	  A. 1
	  B. 2
	  C. 3
	  D. 4
		B

166	Which is the first phase in ERP implementation?	A

	A. Understanding the problem. B. Defining solutions. C. Getting down to work. D. Going live.	
167	. _____ should determine the characteristic of the current system before implementation. A. Decision makers. B. Project team members. C. Decision makers and project team members. D. Management.	C
168	Which is the most critical phase in ERP implementation? A. Understanding the problem. B. Defining solutions. C. Getting down to work. D. Going live.	B
169	All basic definitions of information and data modeling will be made in _____ phase. A. pre-implementation. B. post implementation. C. defining solutions. D. going live.	C
170	A master production schedule specifies A. the financial resources required for production B. what component is to be made, and when C. what product is to be made, and when D. the labor hours required for production	C
171	The _____ is(are) the MRP input detailing which end items are to be produced, when they are needed, and in what quantities. A. master production schedule B. gross requirements C. inventory records D. assembly time char	A
172	A master production schedule contains information about A. quantities and required delivery dates of all sub-assemblies B. quantities and required delivery dates of final products C. inventory on hand for each sub-assembly D. inventory on hand for each final product	B
173	In continuous (make-to-stock) operations, the master production schedule is usually expressed in terms of	A

	A. end-items B. modules C. kits D. customer orders	
174	In job shop (make-to-order) operations, the master production schedule is usually expressed in terms of A. end-items B. modules C. kits D. customer orders	D
175	The following table is an example of a(n) Week 1 Week 2 Week 3 Week 4 Week 5 Clothes Washer 200 100 Clothes Dryer 300 100 100 100 Upright Freezer 200 500 A. aggregate plan B. load report C. master production schedule D. inventory record	C
176	The _____ is the input to Materials Requirements Planning which lists the assemblies, subassemblies, parts and raw materials needed to produce one unit of finished product. A. bill of materials B. net requirements chart C. inventory records D. assembly time chart	A
177	A bill of materials lists the A. times needed to perform all phases of production B. production schedules for all products C. components, ingredients, and materials required to produce an item D. operations required to produce an item	C
178	One way to facilitate production scheduling and production in firms making a large number of different final products is to use A. planning bills B. modular bills C. phantom bills D. overdue bills	B
179	The bill of materials contains information necessary to A. convert (explode) net requirements at one level into gross	A

	requirements at the next level B. calculate quantities on hand and on order C. convert gross requirements into net requirements D. place an order to replenish the item	
180	Which of the following statements best compares modular bills and phantom bills? A. Both pertain to assemblies that are not inventorieD. B. There is no difference between the two. C. Both pertain to assemblies that are inventorieD. D. Modular bills represent subassemblies that actually exist and are inventoried, while phantom bills represent subassemblies that exist only temporarily and are not inventories	D
181	Given the following bill-of-materials: If the demand for product A is 50 units, what will be the gross requirement for component E? A. 300 B. 100 C. 200 D. 250	A
182	The minimum record accuracy required for successful MRP is approximately A. lower than 90% B. 90% C. 95% D. 99%	D
183	Given the following bill of materials If the demand for product A is 50 units, what will be the gross requirement for component E? A. 50 B. 100 C. 150 D. 200	A
184	Given the following bill of materials If the demand for product A is 30 units, and there are on hand 10 units of B and none of C, how many units of part D will be needed? A. 3 B. 40 C. 70 D. 90	C
185	18. "Exploding" the bill of materials means A. converting the bill of materials into components and raw material requirements	A

	B. identifying the lead time of all the components C. determining the various components' quantities that are already on hand D. determining the net requirements for all the components	
186	Low level coding means that A. a final item has only a few levels in the BOM structure B. it is the code for the missing items C. a component item is coded at the lowest level at which it appears in the BOM structure D. the top level of the BOM is below level zero and that BOM's are not organized around the finished product	C
187	Each X requires 2 of component Y; each Y requires 4 of part Z. The lead time for assembly of X is 1 week. The lead time for the manufacture of Y is 1 week. The lead time for the procurement of Z is 6 weeks. The cumulative lead time for X is _____ weeks. A. 48 B. 7 C. 8 D. 10	C
188	Each R requires 4 of component S; each S requires 3 of part T. The lead time for assembly of R is 1 week. The lead time for the manufacture of S is 2 weeks. The lead time for the procurement of T is 6 weeks. The cumulative lead time for R is _____ weeks. A. 6 B. 9 C. 12 D. 18	B
189	The MPS calls for 110 units of Product M. There are currently 30 of Product M on hanD. Each M requires 4 of Component N. There are 20 units of N on hanD. The gross requirements for N are A. 150 B. 170 C. 300 D. 320	C
190	The MPS calls for 50 units of Product A and 60 ofB. There are currently 25 of Product B on hanD. Each A requires 2 of Part C; each B requires 5 ofC. There are 160 units of C available. The net requirements for C are A. 115 B. 175 C. 240	A

	D. 690	
191	The MPS calls for 110 units of Product A, there are currently 60 of Product A on hanD. Each A requires 4 of Part B, there are 20 units of B available. The net requirements for B are A. 20 B. 120 C. 180 D. 240	C
192	In MRP record calculations, the appearance of a negative value for the gross requirements of an end item in a specific time bucket A. signals the need to purchase that end item in that period B. implies that value was scheduled by the MPS C. signals the need for a negative Planned Order Receipt in that period D. is impossible	D
193	A material requirements plan contains information with regard to all of the following except A. quantities and required delivery dates of all sub-assemblies B. quantities and required delivery dates of final products C. the capacity needed to provide the projected output rate D. inventory on hand for each final product	C
194	The number of units projected to be available at the end of each time period refers to A. net requirements B. scheduled receipts C. the projected usage of the item D. the amount projected to be on hand	D
195	In MRP, system nervousness is caused by A. management's attempt to continually respond to minor changes in production requirements B. the use of the lot-for-lot approach C. management's marking part of the master production schedule as "not to be rescheduled" D. the use of phantom bills of materials	A
196	One of the tools that is particularly useful in reducing the system nervousness in the MRP system is (are) A. modular bills B. time phasing C. time fences D. lot sizing	C
197	A major strength of MRP is its capability A. to minimize labor hours used in production	B

	B. for timely and accurate replanning C. to reduce lead times D. to maximize production throughput	
198	Material requirements plan specify A. the quantities of the product families that need to be produced B. the quantity and timing of planned order releases C. the capacity needed to provide the projected output rate D. the costs associated with alternative plans 6	B
199	Which of the following statements is true about the MRP plan when using lot-for-lot ordering? A. The quantity of gross requirements for a child item is always equal to the quantity of planned order releases for its parent. B. The quantity of gross requirements for a child item is equal to the quantity of net requirements for its parent(s) multiplied by the number of child items used in the parent assembly. C. The quantity of gross requirements for a child item is always equal to the quantity of gross requirements for its parent. D. The quantity and gross requirements for a child item is always equal to the quantity of net requirements for its parent.	B
200	Which of the following lot-sizing-techniques results in the lowest holding costs? A. lot-for-lot B. EOQ C. part-period-balancing D. Wagner-Whitin algorithm	A
201	Linking a part requirement with the parent component that caused the requirement is referred to as A. net requirements planning B. a time fence C. pegging D. Kanban	C
202	What lot sizing technique is generally preferred when inventory holding costs are extremely high? A. lot-for-lot B. EOQ C. part-period balancing D. the Wagner-Whitin algorithm	A
203	For the lot-for-lot lot-sizing technique to be appropriate A. future demand should be known for several weeks	B

	B. setup cost should be relatively small C. annual volume should be rather low D. item unit cost should be relatively small	
204	5. What are the requirements of an effective dated table? a. Define EFFDT b. Define EFF_STATUS c. Define EFFDT as key, in ascending order d. Define EFFDT, EFF_STATUS e. Define EFFDT as key, in descending order	E
205	MRP II is accurately described as A. MRP software designed for services B. MRP with a new set of computer programs that execute on micro-computers C. MRP augmented by other resource variables D. usually employed to isolate manufacturing operations from other aspects of an organization	C
206	Enterprise Resource Planning (ERP) is A. severely limited by current MRP computer systems B. not related to MRP C. an advanced MRP II system that ties-in customers and suppliers D. not currently practica	
207	The extension of MRP which extends to resources such as labor hours and machine hours, as well as to order entry, purchasing, and direct interface with customers and suppliers is A. MRP II B. Enterprise Resource Planning C. the master production schedule D. closed-loop MRP 7	B
208	Distribution Resource Planning (DRP) is A. a transportation plan to ship materials to warehouses B. a time-phased stock replenishment plan for all levels of a distribution network C. a shipping plan from a central warehouse to retail warehouses D. material requirements planning with feedback loop from distribution centres	B
209	5. What type of a field can have Auto Update? a. CHAR b. LONG CHAR c. DATE d. IMAGE	C

	e. NUMBER	
210	Selecting Search Edit from Record Field Properties? a. Validates a field for Data to be entered on save of search dialog. b. Allows to edit the search key. c. Searches Edit fields for some values. d. Option available only for Alternate Search Keys	A
211	When can a value be added in the underlying table? a. Prompt Table with Edit b. Translate Table Edit c. Yes/No Edit d. Prompt Table with No Edit e. All of the above	D
212	Which of the following record definitions is NOT stored on the database and is therefore NOT required to be built? a. View b. SQL Table c. Derived/Work Record d. Sub Record e. Query View	E
213	12. Which of the following programs is NOT used in PS SA system? (a) Crystal (b) Cobol (c) SQR (d) Powerbuilder	d
214	Which of the following BEST describes the differences between running a process on Client and on Server? (a) Client runs locally, whereas Server runs off PSUNX server (b) Client runs off main server, whereas Server runs locally (c) Client runs for reports, whereas Server runs for processes (d) Client runs for interfaces, whereas Server runs for online transactions	A
215	Which of the following demonstrates the sequential flow in generating a Statement of Account? (a) Create Billing Request -> Print Crystal Bill -> Process Bill Request (b) Create Billing Request -> Process Bill Request -> Print Crystal Bill (c) Print Crystal Bill -> Process Bill Request -> Create Billing Request (d) Print Crystal Bill -> Create Billing Request -> Process Bill Request	B
216	Which of the following fields needs to be populated when creating a billing request? (a) Address Usage (b) Item Due Info Term	A

	(c) Class Schedule (d) Aid Term From	
217	Which of the following fields does NOT exist on the Student Bank Information panel? (a) Bank Code (b) Branch Code (c) Bank Account Number (d) Bank Account Type	D
218	Which of the following is the equivalent term to Actual Day of Debit (i.e. date where bank processes the GIRO deduction)? (a) Value Date (b) Value Day (c) Value Month (d) Value Period	A
219	What is the frequency of running SingPost interface? (a) Twice a day (b) Once a day (c) 4 times a week (d) Once a fortnight	B
220	Which of the following processes is NOT run as a batch? (a) Tuition Calculation (b) Accounts Payable (c) Quick Posting (d) Group Posting	C
221	Which role in ITE has access to Payment Reversal panel? (a) CPM (b) EA/FA Dept (c) Section Heads (d) EA/IDS Dept	A
222	What process is required prior to performing a charge reversal? (a) Verify student's account (b) Verify student's academic program status (c) Verify student's last date of attendance (d) Verify student's CCA participation	A
223	Special Students' Assistance Scheme (SSAS) is only for (a) EDU Local Malay (b) EDU Local Chinese (c) CET Local Malay (d) CET Local Chinese	B
224	When SSAS panel is saved, how many records are inserted into Student Groups record? (a) 1 (b) 2	B

	(c) 3 (d) 5	
225	What is the flow of roles involved when an EDU student wants to withdraw from term? (a) Student -> Class Advisor -> Counter Staff -> Section Head (b) Student -> Class Advisor -> Section Head -> Counter Staff (c) Student -> Section Head -> Class Advisor -> Counter Staff (d) Student -> Counter Staff -> Section Head -> Class Advisor	B
226	When is a Refund Service Indicator being used? (a) To allow special refunds (b) To refund students who have bad service indicators (c) To prevent refund temporarily (d) To cancel refund	C
227	Which of the following is NOT an External Organisation ID? (a) RCB Number (b) ROS Number (c) MOE School Code (d) Trade Union Code	D
228	Which of the following is NOT covered in Student Financials? (a) Waivers, Sponsorship, Grants (b) Defaulted Payments (c) Billing of companies (d) Raising and printing a payment voucher	d
229	What is the process that interfaces the refund entries from PS SA system to PS Financials system? (a) Accounts Payable Interface (b) General Ledger Interface (c) SingPost Interface (d) Payment Interfac	A
230	What is credit history used for? (a) Track debtors (b) Track GIRO applicants (c) Track EDU students (d) Track students who have refunds	A
231	Which of the following is NOT an acceptable payment mode? (a) GIRO (b) Credit Card (c) SAM (d) Internet Cash Car	B
232	Which of the following BEST describes refunds processing?	B

	(a) Refunds are initiated by Class Advisors (b) Refunds are due date driven and triggered by events (c) Refunds are approved by Section Heads (d) Refunds are reasons driven and triggered by events	
233	Who is responsible for the fee configuration in ITE? (a) MAO (Management and Accounting Officer) (b) FAO (Finance and Accounting Officer) (c) TSO (Technical Support and Operations Officer) (d) HAU (Head of Administrative Unit)	B
234	What is the use of setting up Adjustment Calendars? (a) Holds the refund policy of an organisation (b) Holds the calculation rules of an organisation (c) Holds the payment reversal rules of an organisation (d) Holds the due dates of an organisation	A
235	What is the flow of configure a term fee? (a) Due Date Calendar -> Adj Calendar -> Criteria -> Term Fee (b) Due Date Calendar -> Adj Calendar -> Term Fee -> Criteria (c) Term Fee -> Criteria -> Adj Calendar -> Due Date Calendar (d) Criteria -> Term Fee -> Adj Calendar -> Due Date Calendar	A
236	Which of the following is NOT an interface in Student Financials? (a) SingPost (b) GIRO (c) AP (d) Student Groups	D
237	Which of the following is NOT an action resulting in a refund? (a) Term Withdrawal (b) Career Change (c) Drop Module (d) Add Module	D
238	Which of the following is NOT a payment mode starting Apr 2002? (a) vPOST (b) GIRO (c) SAM (d) Counter Service at SingPost	A
239	Which of the following is NOT a ITE EDU charge? (a) Supplementary Fee (b) Locker Fee (c) Course Fee (d) Examination Fee	B
240	What should a user alter to change a password or create a hint for a forgotten password? a) Access Profile b) User Profile c) Permission List d) Role e) Symbolic ID	B

241	Which of the following BEST describes Term Start Date? (a) Date when enrolment completes (b) Date when term activation begins (c) Date when term activation ends (d) Date when enrolment starts	C
242	Which of the following is NOT a variable when defining criteria? (a) Academic Program (b) Academic Plan (c) Enrolment Date (d) Campus	C
243	Online tuition calculation is used when (a) A top up student matriculates, enrolls and pay over the counter (b) Student drops module over the web (c) Student submits term withdrawal request over the web (d) An EDU student matriculates over the counter	A
244	What is the printout that follows quick posting? (a) Payment Slip (b) Receipt (c) Payment Acknowledgement Slip (d) Invoice cum Receipt	C
245	When a balance is positive, what does it mean? (a) Student has credited account (b) Student has an outstanding charge balance (c) Student has refund amount (d) Student has overpaid	B
246	Which of the following is NOT a waiver? (a) Q2Pass Holders (b) BEST above 40 (c) ITE Alumni (d) TRN Sponsored students	D
247	Which of the following is NOT a type of fee set up in PS SA system? (a) Term Fee (b) Module Fee (c) Module Sub Fee (d) Module List Fee	C
248	Which of the following fee is NOT refundable? (a) Supplementary (b) Registration (c) Examination (d) Course	B
249	13. What is the proper flow in creating a student's account? (a) Quick Admit -> Quick Enroll -> Tuition Calculation (b) Quick Enroll -> Tuition Calculation -> Quick Admit (c) Quick Admit -> Tuition Calculation – > Quick Enroll	A

	(d) Tuition Calculation -> Quick Enroll -> Quick Admit	
250	Which type of PeopleSoft database Table is PSRECDEFN? a) Database Metadata b) PeopleTools c) System Catalog d) PeopleSoft Application Data	B