



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**B.Sc. DEGREE EXAMINATION – STATISTICS**

**SECOND SEMESTER – APRIL 2015**

**CO 2107 - BUSINESS PROCESS AND MANAGEMENT**

Date : 20/04/2015  
Time : 01:00-04:00

Dept. No.

Max. : 100 Marks

**SECTION – A                      Answer ALL questions                      ( 10 x 2 = 20 )**

1. What is the main objective of Material Management?
2. In what way do ERP systems support Sales and Marketing processes?
3. What do you understand by 'Future Workforce Planning'?
4. What is Enterprise Resource Planning?
5. What are the major components of Trading Community Architecture Data Models?
6. What is Cash Management Module?
7. Define Inventory Control.
8. What are the advantages of Sales and Marketing ERP Software?
9. What are the non-recurring cost involved in ERP?
10. What do you mean by General Ledger Module?

**SECTION – B                      Answer any FOUR questions                      ( 4 x 10 = 40 )**

11. Bring out various functions of Material Management.
12. Identify the external forces which cause change in an organisation.
13. What are the problems faced by an organisation with regard to Human resources?
14. Bring out the business benefits of ERP.
15. Bring out the salient features of Serial Control.
16. Explain the ways and means of achieving the inventory control?
17. Why is TCA essential for a trading organisation?

**SECTION – C                      Answer any TWO questions                      ( 2 x 20 = 40 )**

18. Bring out the importance of CRM software and its support to ERP.
19. How does ERP support Accounting and Finance?
20. Enumerate the various stages of Change Management.
21. Explain how the Master data is maintained under the cash management modules?

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