(Three Hours)   **Total Marks: 80**

Instructions:
- *Q. 1 is compulsory.*
- *Attempt any **THREE** questions from the remaining.*
- *Assume suitable data wherever necessary.*
- *Figures to the right indicate full marks.*

Q.1	Write short notes on. **(Any Four).**	**20**
a.	ERP and E-Com	
b.	Critical success factors of reengineering project	
c.	Selection of ERP vendor	
d.	'SAP R/3' ERP system	
e.	MRP-II	
Q.2 a.	What does ERP really cost? Explain the different hidden costs in the ERP implementation.	**10**
b.	What is product structure? Explain the concept of 'low level coding' in product structure.	**10**
Q.3 a.	Briefly explain the features and functionalities that are important before selecting an ERP solution for the company.	**10**
b.	Explain ERP life cycle in detail & discuss different ERP projects.	**10**
Q.4 a.	Which are the functional areas and business processes of a very small business? Explain.	**10**
b.	Discuss CRM applications and growth of CRM applications in ERP systems.	**10**
Q.5 a.	Discuss the relationship between ERP and related systems such as SCM and CRM.	**10**
b.	What is ERP package? Enlist various packages of ERP. Discuss the reasons of failure of ERP packages.	**10**
Q.6 a.	Explain ERP implementation strategies. Which one is more suitable in a company with factories in multiple states of India?	**10**
b.	Explain justification of ERP systems in terms of cost, tangible and intangible benefits, and its module selection.	**10**

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