UPES

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2017

Program: B.Tech-CS (ERA)	Semester – V
Subject (Course): Retail ERP and SCM	Max. Marks : 100
Course Code: CSEG347	Duration : 3 Hrs
No. of page/s: 2	

Section A **[4 x 5=20 Marks]**

Q1) Define Supply chain management and Difference between ERP and SCM.

Q2) Discuss the Company-specific purchasing Organization elements provided by SAP ERP in Materials Management and Production.

Q3) In practice and in the literature, variants are divided into several categories. Discuss the given statement with the examples.

Q4) Master Production Schedule shows items to be produced Derived from aggregate plan. Justify with an illustration.

Section B **[4x10=40 Marks]**

Q5) Collaborative Planning, Forecasting, and Replenishment is an approach for the collaboration of manufacturers and merchants that starts with sales planning. Justify the given statement and exemplify this model in detail.

Q6) Define and list out differences among planning techniques for anonymous, customer order and enginnering to order production.

Q7) Mention the need of Manufacturing Execution Systems. How it is different from Enterprise resource planning.

Q8) State the two prominent approaches that unleash the benefits of information exchange between two partners

Section C **[2 x 20 =40 Marks]**

Q9) Discuss the need of enterprise resource planning. How can a company plan to introduce a new ERP system to the organization. Considers a real time case and discuss the step to be followed in Accelerated SAP.

Q10) There are two methods commonly used for Anonymous demand. Discuss the given statement and discuss the difference between them.

The table below shows the demand for a particular brand of fax machine in a department store in each of the last twelve months.

Month   1 2 3 4 5 6 7 8 9 10 11 12

Demand   12 15 19 23 27 30 32 33 37 41 49 58

a) Calculate the four month moving average for months 4 to 12. What would be your forecast for the demand in month 13?

b) Apply exponential smoothing with a smoothing constant of 0.2 to derive a forecast for the demand in month 13.

c) Which of the two forecasts for month 13 do you prefer and why?

d) What other factors, not considered in the above calculations, might influence demand for the fax machine in month 13?

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Section A   **[4x5=20 Marks]**

Q1) Name any five big Enterprise Resource Planning vendors?

Q2) Integration is the key issue in enterprise resource planning. Justify your answer.

Q3) What are the main causes for bullwhip effect.

Q4) Illustrate the difference among client-independent and client-specific customizing in SAP ERP system.

Section B   **[4x10=40 Marks]**

Q5) What are Business Application Software? Discuss the term Customer relation management and illustrate the Operational CRM with the help of an example.

Q6) Planned dates in the ERP system were often far away from the actual dates in reality. Production data acquisition is an approach to close the gap. Justify the given statement and discuss the different terminology used in thus system.

Q7) Define and state the need of Supply chain management in the business? With the help of a real time example, mention the key players in a typical retail supply chain.

Q8) Mention the area covered by SAP Business suite. Discuss each module in detail.

Section C   **[2x20=40 Marks]**

Q9) Discuss in detail the following (any four)
   a) Y-model for computer-integrated manufacturing
   b) X lag in Computer-Aided Manufacturing
   c) A Vendor-Specific Process Model
   d) Supply chain operations reference model
   e) Data Structures for Supply Chain Management

Q10) Forecasting is a tool used for predicting future demand based on past demand information. Justify the statement. How does forecasting relate to planning?

The table below shows the temperature (degrees C) of Shimla, at 11 p.m., over the last seventh days:

Day	1	2	3	4	5	6
Temperature	1.5	2.3	3.7	3.0	1.4	-1.3

a) Calculate a three day moving average for each day.
b) What would be your forecast for the temperature at 11 p.m. on day 7?
c) Apply exponential smoothing with a smoothing constant of 0.8 to derive a forecast for the temperature at 11 p.m. on day 7.
d) Which of the two forecasts for the temperature at 11 p.m. on day 7 do you prefer and why?