



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2023/2024**

- COURSE NAME : ENTERPRISE RESOURCE PLANNING
- COURSE CODE : BIT 30503
- PROGRAMME CODE : BIT
- EXAMINATION DATE : JULY 2024
- DURATION : 3 HOURS
- INSTRUCTIONS :
1. ANSWER ALL QUESTIONS
 2. THIS FINAL EXAMINATION IS CONDUCTED VIA
 - Open book
 - Closed book
 3. STUDENTS ARE **PROHIBITED** TO CONSULT THEIR OWN MATERIAL OR ANY EXTERNAL RESOURCES DURING THE EXAMINATION CONDUCTED VIA CLOSED BOOK

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

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Q1 Answer the following questions.



Figure Q1.1

(Source: <https://twitter.com/riverroadms/status/1766225604087558240>)

- (a) Based on **Figure Q1.1**, discuss **TWO (2)** business function based on Human Resource (HR) functional area.

(12 marks)

- (b) Explain **TWO (2)** challenges on implementing an Enterprise Resource Planning (ERP) system for their HR processes.

(10 marks)

Q2 Answer the following questions.

- (a) How does the integration of RFID, Business Intelligence, Mobile Computing, and the cloud in an ERP system improve the accuracy and efficiency of inventory, shipping processes and management?

(10 marks)

- (b) Discuss **THREE (3)** reasons on why some company have more success with ERP than others.

(6 marks)

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Q3 Based on **Figure Q3.1**, suggest with justification **THREE (3)** most suitable functional areas recommended for Venture Sdn. Bhd.

A manufacturing company called Sepakat Sdn Bhd is experiencing inefficiencies in its production process due to manual tracking and disjointed systems for managing inventory, production scheduling, and financial transactions. The company decides to implement an ERP system to streamline operations and increase productivity. As a consultant, you are asked to recommend and justify the ERP components that best suits the needs of Sepakat Sdn Bhd.

Figure Q3.1

(15 marks)

Q4 Based on **Figure Q4.1**, answer Q4(a) and Q4(b).

Foodies Haven Enterprise is a company that produces chili sauce in a bottle. Approximately, each production line can produce 100 bottles a minute. However, Foodies Haven has problems in determine the required quantity and timing of the production or purchase of raw materials.

Figure Q4.1

(a) Discuss how lot sizing in the production planning process helps in handling the problems.

(6 marks)

(b) Discuss how sales forecasting helps in solving the problems.

(6 marks)

Q5 Answer the following questions.

(a) Give **TWO (2)** functions of each balance sheets and income statements.

(6 marks)

(b) Inconsistent accounting record keeping can cause problems when a company want to perform profitability analyses of a company and its products. Explain **ONE (1)** way on how ERP systems assist in managing these problems.

(6 marks)

(b) Good financial management requires that only certain credit (how much money customer can owe at any one time) can be provided to customer. Explain on how company balances between granting sufficient credit to support sales without losing too much money..

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(8 marks)

- Q6** Develop an Event Process Chain diagrams for the following order receiving process in **Figure Q6.1**.

The current ordering process for Lovely Gift Shop start with receiving order from customer by analyzing either the order will be accepted or rejected. If the order were accepted, warehouse staff need to check the stock. Warehouse staff will inform if the product available or not. If the product is available, warehouse will ship the product and send the invoice. If the product not available, production department may either purchase raw materials or make production plan ready. The product then will be made to fulfill the demands.

Figure Q6.1

(15 marks)

- END OF QUESTIONS -

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