

PAPER NAME : FI & E

BRANCH : MBA(2ND SEM)

1. Material Requirement Planning(MRP) utilizes software applications for scheduling _____.

- A. sales management.
- B. production processes.
- C. marketing techniques.
- D. human resource management.

2. ERP supports _____ currency value.

- A. multiple.
- B. single.
- C. three.
- D. five.

3. ERP package will handle _____ business functionalities.

- A. one.
- B. two.
- C. three.
- D. all.

4. The most important step of ERP implementation is _____ phase.

- A. installing.
- B. training.
- C. gap analysis.
- D. testing.

5. 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.

6. In _____, entire organization is considered as a system and the departments are its subsystem.

- A. business way.
- B. general.
- C. enterprise way.
- D. planning.

7. An information system produces information using the _____ cycle.

- A. data analysis.
- B. input-process-output.
- C. input-output.
- D. process-input-output.

8. _____ 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.

9. 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.

10. _____ approaches reduces data redundancy and provide update information.

- A. legacy system.
- B. information system.
- C. integrated data model.
- D. data base.

11. 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.

12. In order to reduce the lead times, the organization should have an efficient _____ system.

- A. purchasing.
- B. production planning.
- C. inventory.
- D. integrated inventory.

13. Customer specific products are also known as _____.

- A. make-to-stock.
- B. make-to-order.

- C. goods.
- D. expected products.

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

- A. engineering change control.
- B. engineering change order.
- C. inventory.
- D. production planning

15. In the case of make-to-order items, the ERP systems save time by integrating with _____ systems.

- A. engineering change control.
- B. engineering change order.
- C. cad and cam.
- D. cad.

16. The _____ planning features of most ERP systems offer, both rough cut and detailed capacity planning.

- A. capacity.
- B. production.
- C. marketing.
- D. test.

17. _____ is a key issue in the formation of strategic plans in companies.

- A. computerized.
- B. quantity.
- C. quality.
- D. flexibility.

18. The business information has _____ fundamental characteristics.

- A. 1
- B. 2
- C. 3
- D. many

19. The CRM system consist of _____ components.

- A. 2.
- B. 3.
- C. 5.
- D. many.

20. _____ is the first phase in BPR.

- A. begin organizational change.
- B. identifying bpr opportunities.
- C. reengineering the process.
- D. blueprint the new business system.

21. The first step in business strategy is _____.

- A. planning.
- B. develop blueprint.
- C. marketing.
- D. assessment.

22. During the _____ session the reengineering must also consider new technologies.

- A. planning
- B. implementing.
- C. brainstorming.
- D. training.

23. The reengineering team must consider _____ in the redesign of a process.

- A. all resources.
- B. all process stakeholders.
- C. existing system.
- D. legacy system.

24. The _____ contains models of the redesigned organizational structure.

- A. planning report.
- B. blueprint.
- C. marketing strategy.
- D. implementation report.

25. Transforming the workforce will require a _____.

- A. array of activities.
- B. blueprint.
- C. training and education.
- D. planning.

26. The following topology has highest reliability:

- A. Ring
- B. Mesh
- C. Bus
- D. Star

27. Personal computers can be connected together to form a

- A. Enterprise
- B. Network
- C. Supercomputer
- D. Server

28. The field that covers a variety of computer networks, both public and private, that are used in everyday jobs.

- A. Artificial Intelligence
- B. ML
- C. Network Security
- D. IT

29. Network Security provides authentication and access control for resources.

- A. True
- B. False

30. Which is not an objective of network security?

- A. Identification
- B. Authentication
- C. Access control
- D. Lock

31. Which of these is a part of network identification?

- A. UserID
- B. Password
- C. OTP
- D. fingerprint

32. The process of verifying the identity of a user.

- A. Authentication
- B. Identification
- C. Validation
- D. Verification

33. Security features that control that can access resources in the OS.

- A. Authentication
- B. Identification
- C. Validation
- D. Access control

34. What is the full form of DBMS?

- A. Data of Binary Management System
- B. Database Management System

- C. Database Management Service
- D. Data Backup Management System

35. What is a database?

- A. Organized collection of information that cannot be accessed, updated, and managed
- B. Collection of data or information without organizing
- C. Organized collection of data or information that can be accessed, updated, and managed
- D. Organized collection of data that cannot be updated.

36. What is DBMS?

- A. DBMS is a collection of queries
- B. DBMS is a high-level language
- C. DBMS is a programming language
- D. DBMS stores, modifies and retrieves data

37. Which type of data can be stored in the database?

- A. Image oriented data
- B. Text, files containing data
- C. Data in the form of audio or video
- C. All of the above

38. In which of the following formats data is stored in the database management system?

- A. Image
- B. Text
- C. Table
- D. Graph

39. Which of the following is not an example of DBMS?

- A. MySQL
- B. Microsoft Access
- C. IBM DB2
- D. Google

40. Which of the following is a feature of DBMS?

- A. Minimum Duplication and Redundancy of Data
- B. High Level of Security
- C. Single-user Access only
- D. Support ACID Property

41. Demand for a given item is said to be dependent if

- A. the item has several children
- B. there is a deep bill of materials
- C. the finished products are mostly services (rather than goods)

D. there is a clearly identifiable parent

42. Dependent demand and independent demand items differ in that

- A. for any product, all components are dependent-demand items
- B. the need for independent-demand items is forecasted
- C. the need for dependent-demand items is calculated
- D. all of the above are true

43. 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

44. 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 chart

45. 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

46. 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

47. 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

48. A major strength of MRP is its capability

- A. to minimize labor hours used in production
- B. for timely and accurate replanning
- C. to reduce lead times
- D. to maximize production throughput

49. What does ERP stand for?

- A. Expanse research project
- B. Enterprise research planning
- C. Enterprise resource planning
- D. Expanse resource project

50. 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.

51. 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

52. 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

53. For the lot-for-lot lot-sizing technique to be appropriate

- A. future demand should be known for several weeks
- B. setup cost should be relatively small
- C. annual volume should be rather low
- D. item unit cost should be relatively small

54. 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

55. 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

56. 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 centers

57. What is at the heart of any ERP system?

- A. Information
- B. Employees
- C. Customers
- D. Database

58. 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

59. Which of the following 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

60. Which of the following occurs when everyone involved in sourcing, producing, and delivering the company's product works with the same information?

- A. Eliminates redundancies
- B. Cuts down wasted time
- C. Removes misinformation
- D. All of the above

61. What 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. Automated business process
- D. e-business infrastructure

62. What represents a new approach to middleware by packaging together commonly used functionality, such as providing prebuilt links to popular enterprise applications, which reduces the time necessary to develop solutions that integrate applications from multiple vendors?

- A. Middleware
- B. Enterprise application integration middleware
- C. Automated business process
- D. e-business infrastructure

63. Who 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

64. What 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

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- C. Customers, resellers, partners, suppliers, and distributors
- D. All of the above

66. The information of MIS comes from the boot _____ source.

- A. Internal
- B. External
- C. Superficial
- D. internal and external

67. MIS is normally found in _____ sector

- A. Service
- B. Education
- C. Manufacturing
- D. Marketing

68. Management information system usually NOT serves managers interested in _____ results.

- A. weekly
- B. monthly
- C. yearly
- D. day-to-day

69. Management information system is _____ human-machine based system.

- A. an interpreted
- B. an interstellar
- C. an integrated
- D. an interdependent

70. The term used to describe those people whose jobs involve sponsoring and funding the project to develop, operate, and maintain the information system is

- A. information worker
- B. internal system user
- C. systems owner
- D. external system user

71. If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an

- A. CRM
- B. intranet
- C. ERP
- D. extranet

72. Which of the following is not a technology driver for an information system?

- A. enterprise applications
- B. object technologies
- C. knowledge asset management
- D. collaborative technologies
- E. networks and the Internet

73. Which of the following is a deliverable of the system implementation phase in a formal system development process?

- A. technical hardware and software solution for the business problem

- B. business problem statement
- C. statement of the system users' business requirements
- D. none of the above

74. The application of information to scan an organisation's environment is:

- A. external communication.
- B. information overload.
- C. sensing.
- D. internal communication.
- E. none of the above.

75. When a bank uses information to launch a personalised credit card product this:

- A. manages risks.
- B. creates a new opportunity.
- C. adds value.
- D. reduces costs.
- E. none of the above.

76. Which of the following is not a typical supply chain member?

- A. reseller
- B. wholesaler
- C. retailer's creditor
- D. producer

77. When suppliers, distributors, and customers partner with each other to improve performance of the entire system, they are participating in a.....

- A. supply and demand chain
- B. supply chain
- C. channel of distribution
- D. value delivery network

78. A company's channel decisions directly affect every

- A. competitor's actions
- B. marketing decision
- C. channel member
- D. employee in the channel

79. From the economic system's point of view, the role of marketing intermediaries is to transform the assortment of products made by producers into the assortment of products wanted by.....

- A. consumers
- B. distributors.
- C. marketers
- D. manufacturers

80. Intermediaries play an important role in matching .

- A. supply and demand
- B. product to region
- C. information and promotion
- D. manufacturer to product

81. Which of the following is not a key function that intermediaries play in completing transactions?

- A. negotiation
- B. information
- C. negotiation
- D. financing

82. In marketing terms, we say that the number of intermediary levels indicates theof a channel.

- A. complexity
- B. length
- C. involvement
- D. width

83. An advantage of a channel of distribution over selling direct to consumers is that each channel member plays ain the channel.

- A. disciplinary role
- B. decisional role
- C. specialized role
- D. time –saving part

84. Historically, conventional channels have lacked the leadership to.....

- A. assign channel member roles and attain efficiency
- B. attain efficiency and assign member roles
- C. set standard pricing and promotions
- D. assign member roles and manage conflict

85. A Channel consisting of one or more independent producers, wholesalers or retailers that are seeking to maximize their own profits even at the expense of profits for the channel as a whole is a.....

- A. vertical distribution structure
- B. vertical marketing system
- C. conventional distribution channel
- D. independent channel allocation

86. 11. A corporate VMS has the advantage of controlling the entire distribution chain under.....

- A. single ownership
- B. a profit-maximizing strategic plan
- C. a few intermediaries
- D. mass distribution

87. 12. A distinguishing feature of a contractual VMS is that coordination and conflict management among the independent members of the channel are attained through.....

- A. contractual agreements
- B. working partnerships
- C. oral agreements
- D. limited liability corporations.

88. Leadership in which type of marketing system is assumed not through common ownership or contractual ties but through the size and power of one or a few dominant channel members?

- A. administered vms
- B. horizontal marketing system
- C. corporate vms
- D. conventional marketing channel

89. Hybrid marketing systems are also called.....

- A. multichannel distribution systems
- B. horizontal multichannel systems
- C. administered franchises
- D. dual distribution systems

90. The major disadvantage of a multichannel system is that it is harder to control and it can generate.....

- A. fewer domestic sales
- B. less net profit
- C. declining employee morale
- D. greater conflict

91. In many industries, traditional intermediaries are dropping by the wayside because of changes inand the growth ofmarketing.

- A. technology; direct and online
- B. franchise structure; independent
- C. federal laws; business-to business
- D. state and local laws; target

92. Which of the following should be the first step in designing a marketing channel?

- A. identifying what consumers want from the channel
- B. evaluating intermediaries

- C. analyzing channel alternatives
- D. identifying channel objectives

93. Companies should state their channel objectives in terms of targeted levels

- A. customer service
- B. efficiency and reduced conflict
- C. profitability
- D. fair prices

94. Which type of product might require a more direct marketing channel to avoid delays and too much handling?

- A. products in their maturity stage
- B. perishable products
- C. high-priced products
- D. lower-priced products

95. Sometimes a producer chooses only a few dealers in a territory to distribute its products or services. Generally these dealers are given a right to.....

- A. corporate
- B. administered
- C. intensive
- D. exclusive.

96. Channel members should be evaluated using all of the following criteria except which one?

- A. control
- B. economic factors
- C. adaptive criteria
- D. channel leadership

97. It is common for international marketers to..... their channel strategies for each country.

- A. adapt
- B. seek approval for
- C. restrict
- D. extend

98. Marketing channel management calls for selecting, managing,..... , and evaluating channel members over time.

- A. reinstating
- B. motivating
- C. reducing conflict
- D. reducing waste

99. Most companies practice strong PRM to forge long-term relationships with channel members. what does PRM stands for?

- A. personal roster maintenance
- B. partner relationship management
- C. potential relationship management
- D. primary relationship management

100. Marketing logistics involves getting the right product to the right customer in the right place at the right time. Which one of the following is not included in this process?

- A. implementing the plan for the flow of goods and services
- B. gathering customer's ideas for new products
- C. planning the physical flow of goods and services
- D. controlling the physical flow of goods, services, and information

ANSWER KEYS

1.B 11.A 21. D 31.a 41.d 51.A 61.A 71.B
2.A 12.D 22.C 32.a 42.D 52.A 62.B 72.C
3.D 13.B 23.b 33.d 43.C 53.B 63.C 73.A
4.C 14.A 24.b 34.b 44.A 54.C 64.C 74.C 81.D 88.A 95.D
5.A 15.C 25.a 35.c 45.B 55.B 65.B 75.C 82.B 89. A 96.D
6.C 16.A 26.b 36.d 46.A 56.B 66.D 76.D 83.C 90.D 97.A
7.B 17.D 27.b 37.d 47.C 57.D 67.C 77.D 84.D 91.A 98.B
8.A 18.C 28.c 38.c 48.B 58.A 68.D 78.D 85.C 92.A 99.B
9.C 19.B 29.A 39.D 49. 59. 69.C 79.A 86.A 93.A 100.B
10.C 20.A 30.d 40.c 50.B 60.D 70.C 80.A 87.A 94.B