

# ERP Course Exam Questions

## SW7

Exam will be a regular oral exam with the final grade according to a regular 13 grades scale. Each course participant will be examined individually for 20 minutes. You will pick up the questions from the following list. Prepare a presentation for those. You will be allowed to bring your notes. Pictures from the slides will be printed and available at the exam. Utilize your experience from exercises in the preparation for your questions. The documentation from your mini project can serve for further questions and should summarize the results and the reflections from the exercises. Please use also the knowledge gained at the lectures for your reflections in mini project and in presentations for the questions. Topics from the lectures like workflow management systems, enterprise application integration or knowledge management and learning can be used as a source for further questions in the discussion. The questions are:

- 1. Sales and Marketing in ERP**  
Keywords: Sales Lead, Prospecting, Customer need identification, proposal, closing, deal transaction, marketing campaigns
- 2. Accounting and Finance in ERP**  
Keywords: Accounts receivable and payable, assets, liabilities, journal, general book of accounts, types of accounts, accounting management processes
- 3. Production and Material in ERP**  
Keywords: inventory, production planning, production execution, production management processes
- 4. Human Resources in ERP**  
Keywords: hiring, firing, training, compensations and benefits, human resource department management processes
- 5. Supply Chains and ERP**  
Keywords: goals of supply chain management, partnership, coordination, eProcurement
- 6. Analysis Patterns for Accountability**  
Keywords: Party, Party Hierarchies, Rules, Relations
- 7. Analysis Patterns for Accounting**  
Keywords: Account, Entry, Transaction, Calculations, Account Types
- 8. Analysis Patterns for Planning**  
Keywords: Plan, Action, Action Types, Protocol, Resources
- 9. Analysis Patterns for Trading**

Keywords: Contract, Party, Portfolio, Filters, Quotes, Scenarios

**10.ERP Systems Re-Engineering and Implementation**

Keywords: Trade-off between customization and business process reengineering, Phases, Business Process Modeling, Technology and BusinessFactors, Techniques for Customization Design and Implementation, ERP Implementation Alternatives, Business Processes, Metrics for Business Processes

**11.Managing ERP Projects**

Keywords: ERP Success Statistics, Types of Failures, Risk Factors, Solutions to minimize risks

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