

University of Palestine

Course Title: نظم تخطيط موارد المؤسسات



Lecturer Name: Dr. Mohammed Shbier

College Name: _____

Dep. / _____

Specialist: _____

Total Grade: **15**

Using Calculator : **No**

Student No: _____

Date: _____

No. of Questions: **3**

Time: **1 hour**

2nd Semester. 2017/2018

Midterm Exam 2

Student Name: _____

Dear students,

First of all you should to read carefully through all the exam questions, and then you have to attempt the questions that you think you can answer completely.

This exam contains **THREE (3)** questions in **THREE (3)** printed pages include the cover page.

Answer all question in the space provided.

Good luck & best wishes

FOR INSTRUCTOR USE ONLY

Question 1	Question 2	Question 3	Total

Notes:

Signature: _____

Q1: Specify whether the following statements are True or False**(5 Marks)**

- | | |
|-----|--|
| () | ERP system can help integrate a company's operations |
| () | There is no need to reengineering of companies to shift from a functional focus to a business process focus to implement ERP |
| () | Current ERP systems evolved as a result of advancement of hardware and software technology and development of a vision of integrated information systems |
| () | Relational database software developed provide businesses the ability to store, retrieve, and analyze large volumes of data |
| () | All companies that use SAP use all of the SAP ERP modules |
| () | ERP implementation difficulties result of numerous configuration options |
| () | Sometimes, a company is not ready for ERP |
| () | Easy to put an exact dollar figure to the amount accrued from the original ERP investment |
| () | Executives and IT managers skimping on employee education and training could Companies Have More Success with ERP Than Others. |
| () | Smoothly running ERP system can save a company's personnel, suppliers, distributors, and customers much frustration |

Q2) Choose the correct answer**(5 Marks)**

- | | | | |
|----|---|----|---|
| 1) | Many of Fitter Snacker's sales orders have problems, such as | | |
| A) | Incorrect pricing | B) | Delays in processing orders |
| C) | Missed delivery dates | D) | All answers |
| 2) | FS has separate information systems throughout the company for three functional areas | | |
| A) | Human resource | B) | Business intelligent |
| C) | Quality Management | D) | Not all above |
| 3) | Problems with Fitter Snacker's Sales Process | | |
| A) | High number of transactions | B) | Information stored in the three systems is not available in real time |
| C) | data entry errors | D) | All answers |
| 4) | Giving a customer a price quotation and then taking the customer's order at FS | | |
| A) | FS WebSite | B) | CRM department |
| C) | Salesperson either telephones the customer or visits in person | D) | Warehouse officer |

5) Sales Quotations and Orders problem(s)

A) Determining the delivery date

B) Salesperson keeps the bottom copy for his or her records

C) Checking customer's credit status

D) A+C

Q3) Answer the following questions

(5 Marks)

List SAP ERP Sales and Distribution module treats the sales order process?

In SAP ERP, list Sales Order Processing critical steps?

Assume you have the following case : Sales Order Processing in SAP ERP system checks the Accounts Receivable tables in the SAP ERP database to confirm the customer's available credit

If customer has sufficient credit available

If customer does not have sufficient credit available

End of questions