



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**B.COM. DEGREE EXAMINATION - COMMERCE**

**SECOND SEMESTER – APRIL 2014**

**CO 2107 - BUSINESS PROCESS AND MANAGEMENT**

Date : 07/04/2014  
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

**SECTION – A                      Answer ALL questions                      ( 10 x 2 = 20 )**

- 1) What do you mean by Material Management?
- 2) In what way ERP is related to Sales and Marketing?
- 3) Who is responsible in managing the change?
- 4) What is Human Capital Inventory?
- 5) What is ERP?
- 6) Who are the participants in a community related to organization?
- 7) Why finance is important to business organization?
- 8) What are the various sources of short term fund available to an organisation?
- 9) Bring out the salient features of Serial Control.
- 10) What is Cycle Counting?

**SECTION – B                      Answer any FOUR questions                      ( 4 x 10 = 40 )**

- 11) Bring out the functions of Material Management.
- 12) Bring out the relationship between ERP and Customer Relationship Management.
- 13) Highlight various business benefits of ERP.
- 14) What are the elements of Business Process Re-engineering?
- 15) Draw TCA Data Model and explain.
- 16) Explain in what ERP is supportive to Accounting and Finance?
- 17) Bring out the salient features of Lot Control.

**SECTION – C                      Answer any TWO questions                      ( 2 x 20 = 40 )**

- 18) Bring out the various dimensions of Sales Management Processes
- 19) Explain the various dimensions of Business Process Integration in ERP.
- 20) What is TCA Integration? Explain with diagram.
- 21) How General Ledger is integrated with Logistics Modules?

\*\*\*\*\*