

Multiple Choice Questions

Elective – II Information Systems Management – IV

Business Process Re-Engineering

1. Which of the following is the best explanation of business process reengineering?
 - A. Redesigning the organizational structure of a business
 - B. Redesigning workflow
 - C. Redesigning products
 - D. Transformation of business processes for more effective achievement of business goals**
2. Business process reengineering is also known as
 - A. Business process change management.**
 - B. Business redevelopment
 - C. Business design
 - D. Business improvement
3. Four major areas can be identified as being subjected to change in BPR are as follows:
 - A. organization, technology, strategy, and people**
 - B. organization, infrastructure, resources, people
 - C. technology, finance, machines, people
 - D. strategy, technology, methods, organization
4. Seven step INSPIRE framework for BPR is developed by
 - A. Guha
 - B. Bhudeb Chakravarti**
 - C. Crystler
 - D. Nolan
5. Which of the following describes an ERP system?
 - A. ERP systems provide a foundation for collaboration between departments
 - B. ERP systems enable people in different business areas to communicate
 - C. ERP systems have been widely adopted in large organisations to store critical knowledge used to make the decisions that drive the organisation's performance
 - D. All of the above**
6. What is at the heart of any ERP system?
 - A. Information

- B. Employees
- C. Customers
- D. Database**

7. The _____ should plan well and execute perfectly the implementation of ERP.

- A. Organisation
- B. System developers**
- C. Vendors
- D. Top Management

8. Which is one of the most critical steps in the ERP implementation?

- A. Creation of Organisational Model
- B. Creation of Integrated Data Model**
- C. Creation of Business Model
- D. Creation of Data Model

9. _____ is the most common operating system for running CRM software

- A. UNIX**
- B. Windows NT
- C. Windows Vista
- D. Windows XP

10. The _____ and _____ manage the supplier relations, monitor the vendor activities and manage the supplier quality in an organisation.

- A. Supplier management, customisation processes
- B. Supplier maintenance, control processes
- C. Supplier management, control processes**
- D. Supplier maintenance, customisation processes