Chapter 9: Assignment

Q1. Answer by T/F

1) Companies can use configuration tables provided by the enterprise software to tailor a particular aspect of the system to the way it does business.

2) Enterprise systems are typically built around one or two major business workflows.

3) Enterprise systems are designed primarily to allow communication between an organization and outside partners and suppliers.

4) The upstream portion of the supply chain consists of the organizations and processes for distributing and delivering products to the final customers.

5) Supply chain inefficiencies can waste as much as 25 percent of a company’s operating costs.

6) Safety stock acts as an inexpensive buffer for the lack of flexibility in the supply chain.

7) The bullwhip effect is the distortion of information about the demand for a product as it passes from one entity to the next across the supply chain.

8) Supply chain execution systems enable the firm to generate demand forecasts for a product and to develop sourcing and manufacturing plans for that product.

9) To minimize the expense of implementing an enterprise system, businesses can opt to curtail the customization of an enterprise package and instead change business processes to match the software.

10) Implementing an enterprise application typically requires organizational change as well as adjustments to existing business processes.

Q2. Answer by Multiple Choice questions

1) From your reading of the Cannondale case study, the firm implemented new information systems in order to achieve which of the main six business objectives?

A) customer and supplier intimacy B) survival

C) competitive advantage D) operational excellence

2) Which of the following is *not* an example of next-generation enterprise applications?

A) open-source solutions B) on-demand solutions

C) solutions incorporating SCM D) solutions incorporating SOA

3) A suite of integrated software modules for finance and accounting, human resources, manufacturing and production, and sales and marketing that allows data to be used by multiple functions and business processes best describes

A) SCM software. B) ERP systems.

C) ERM software. D) CRM modules.

4) Enterprise software is built around thousands of predefined business processesthat reflect

A) the firm's organization. B) industry goals.

C) best practices. D) cutting edge workflow analyses.

5) Which of the following is *not* true about enterprise systems?

A) Enterprise systems help firms respond rapidly to customer requests for information or products.

B) Enterprise system data have standardized definitions and formats that are accepted by the entire organization.

C) Enterprise software is expressly built to allow companies to mimic their unique business practices.

D) Enterprise software includes analytical tools to evaluate overall organizational performance.

6) You have been asked to implement enterprise software for a manufacturer of kitchen appliances. What is the first step you should take?

A) Select the functions of the system you wish to use.

B) Select the business processes you wish to automate.

C) Map the company’s business processes to the software’s business processes.

D) Map the software’s business processes to the company’s business processes.

7) When tailoring a particular aspect of a system to the way a company does business, enterprise software can provide the company with

A) configuration tables. B) Web services.

C) data dictionaries. D) middleware.

8) In order to achieve maximum benefit from an enterprise software package, a business

A) customizes the software to match all of its business processes.

B) uses only the processes in the software that match its own processes.

C) changes the way it works to match the software’s business processes.

D) selects only the software that best matches its existing business processes.

9) Supply chain complexity and scale increases when firms

A) move to globalization.

B) manage the procurement, manufacturing, and distribution functions themselves.

C) produce products and services that coordinate with hundreds or more firms and suppliers.

D) modify their existing workflows to comply with supply-chain management systems.

10) Why is overstocking warehouses not an effective solution for a problem of low availability?

A) It does not speed product time to market.

B) It is an inefficient use of raw materials.

C) It increases sales costs.

D) It increases inventory costs.