

**564****October 2017**

*Time – Three hours*  
*(Maximum Marks: 75)*

*[N.B: (1) Q.No. 8 in PART – A and Q.No. 16 in PART – B are compulsory. Answer any FOUR questions from the remaining in each PART - A and PART - B.*

*(2) Answer division (a) or division (b) of each question in PART-C.*

*(3) Each question carries 2 marks in PART – A, 3 marks in Part – B and 10 marks in PART – C.]*

PART – A

1. Expand and define MIS.
2. What are the tools available for planning?
3. What is information?
4. Define forward chaining.
5. Write down the benefits of ERP.
6. What are the objectives of ERP?
7. What do you mean by TQM?
8. List the basic elements of business process.

PART – B

9. Write in brief about the role of MIS in management.
10. Write on the factors for the success and failure of MIS.
11. What is the need for system analysis?
12. What is KBES?
13. Name the components in ERP.
14. Write about essentials of strategic planning.
15. Write on electronic payment system.
16. Write on internet.

PART – C

17. (a) Discuss about management behaviour in detail.

(Or)

(b) Write on strategic planning and types of strategic planning.

18. (a) Write on (i)Quality of information (ii)Methods of collecting information.

(Or)

(b) (i) List and explain the problems in rational decision making.  
(ii) What are the two types of decision making systems? Explain them.

19. (a) Explain production management.

(Or)

(b) Discuss about management science models.

20. (a) What are conventional packages? What are their demerits? How they differ from ERP?

(Or)

(b) Compare the following: (i)ERP vs CRM (ii)ERP vs SCM.

21. (a) (i) Explain TQM of information system.  
(ii) Write about web enabled business management.

(Or)

(b) What are the various models of E- Business? Discuss.

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