

1. **What is the primary function of a Supply Chain Management (SCM) system?**
 - A) Track customer interactions
 - B) Monitor inventory levels
 - C) Manage logistics and suppliers
 - D) Forecast market trends
2. **Which system focuses on a firm's interactions with customers to identify potential and valuable ones?**
 - A) DSS
 - B) SCM
 - C) CRM
 - D) ERP
3. **What does a Decision Support System (DSS) help businesses do?**
 - A) Make real-time operational decisions
 - B) Streamline customer data
 - C) Support business decisions through analysis and modeling
 - D) Track employee performance
4. **What is the main purpose of an Executive Information System (EIS)?**
 - A) To provide detailed reports for operational managers
 - B) To meet the needs of senior corporate executives with summary reports
 - C) To track product shipments
 - D) To forecast inventory needs
5. **Which are the 3 basic components of a Supply Chain Management (SCM) system?**
 - A) Customer, Product, Location
 - B) Plan, Source, Deliver

- C) Data, Communication, Analysis
- D) Supplier, Employee, Distributor

6. **Which software coordinates all aspects of an organization?**

- A) ERP
- B) CRM
- C) SCM
- D) DSS

7. **A CRM helps businesses organize which three main functions?**

- A) Sales, Marketing, Support
- B) Sales, Supply Chain, HR
- C) Marketing, IT, Finance
- D) Production, Quality, Compliance

8. **What are the 3 components of a DSS?**

- A) Data, Model, User Interface
- B) Data, Users, Reports
- C) Data, Process, Environment
- D) Supplier, Customer, Product

9. **Which application is used for Enterprise Information Systems (EIS) that focuses on producing goods?**

- A) ERP
- B) SCM
- C) MRP (Material Requirements Planning)
- D) CRM

10. **What are the five major categories of an EIS?**

- A) Sales, HR, Finance, Inventory, Production

- B) Executive reports, dashboards, forecasting, analytics, and collaboration tools
- C) Finance, Customer, Supplier, Product, Quality
- D) Production, Sales, Marketing, Supply, HR

11. What is cloud computing?

- A) A way to store data on local servers
- B) A system for integrating business functions
- C) Accessing data and software over the internet
- D) Storing data on physical disks

12. What tools do you use that utilize the cloud?

- A) Microsoft Office 365
- B) Google Docs
- C) Dropbox
- D) All of the above

13. What is the main purpose of an ERP system?

- A) Organize marketing data
- B) Integrate and automate business processes across departments
- C) Track customer orders
- D) Manage finances and payroll

14. What is a POS system?

- A) A system for managing product orders
- B) A point-of-sale system for transaction processing
- C) A customer relationship management system
- D) An employee payroll system

15. Why might POS systems still want to keep physical cash?

- A) For fraud prevention
- B) For customer convenience and in areas with limited card payment systems
- C) For easier currency exchange
- D) None of the above

16. What is the definition of Data Analytics?

- A) The process of collecting raw data
- B) Analyzing historical data to identify trends and patterns
- C) Storing data in a secure location
- D) Performing real-time tracking of customer behavior

17. How can Data Analytics help a business?

- A) By improving customer experience and predicting market trends
- B) By automating sales processes
- C) By controlling employee salaries
- D) By reducing supplier costs

18. What is a Learning Management System (LMS)?

- A) A system for managing employee productivity
- B) A platform for delivering and tracking training programs
- C) A customer management tool
- D) A sales tracking system

19. What is an example of an LMS you use?

- A) LinkedIn Learning
- B) Microsoft Teams
- C) Zoom
- D) Slack

20. What is the main purpose of an Executive Support System (ESS)?

- A) To provide in-depth reports for managers
- B) To provide senior executives with strategic decision support
- C) To manage day-to-day operations
- D) To track inventory

21. What makes an Executive Support System (ESS) different from a Decision Support System (DSS)?

- A) ESS is for routine decisions; DSS is for strategic decisions
- B) ESS provides data for all employees; DSS focuses on senior executives
- C) ESS provides summaries for executives, while DSS provides detailed analysis
- D) DSS is used for short-term decisions; ESS is for long-term decisions

22. Which management theorist is known for his contributions in the 1700s?

- A) Frederick Taylor
- B) Adam Smith
- C) Henry Fayol
- D) Peter Drucker

23. Which management theorist is known for his contributions in the 1800s?

- A) Max Weber
- B) Abraham Maslow
- C) Henri Fayol
- D) Frederick Herzberg

24. Which management theorist is known for his contributions in the 1900s?

- A) Elton Mayo
- B) Peter Drucker
- C) Abraham Maslow

D) Frank Gilbreth

25. When might someone use a mainframe computer over a personal computer?

A) For everyday tasks like browsing the internet

B) For handling massive amounts of data and processing large-scale transactions

C) For casual gaming

D) For personal use in a home office

26. When might someone use a personal computer over a mainframe?

A) For managing large-scale data processing

B) For running large-scale enterprise systems

C) For basic tasks like browsing the internet, working with documents, and emails

D) For high-volume transactions

27. What is the purpose of a client-server network?

A) To ensure that all devices are connected to the same database

B) To divide processing tasks between client computers and a central server

C) To store data locally on personal computers

D) To allow communication between employees in different regions

28. What is the main purpose of a Marketing Information System (MIS)?

A) To streamline inventory management

B) To support marketing decision-making through data collection and analysis

C) To track financial transactions

D) To manage supply chain logistics

29. What processes are included in a Marketing Information System (MIS)?

A) Data collection, market research, consumer behavior analysis, sales forecasting

- B) Customer relationship management, employee management, inventory management
- C) Supply chain tracking, resource planning, scheduling
- D) Product design, quality control, packaging

30. What are three pros of using an ERP system for your business?

- A) Improved data accuracy, streamlined operations, and better decision-making
- B) High upfront costs, system complexity, and limited flexibility
- C) Simplified communication, minimal training, and quick implementation
- D) Reduced reliance on technology, faster workflows, and increased employee turnover

31. What are three cons of using an ERP system for your business?

- A) Costly implementation, complexity, and rigid customization
- B) Ease of use, low costs, and flexibility
- C) Limited functionality, faster decision-making, and ease of integration
- D) Lack of data security, slow system updates, and technical support issues

32. List some benefits of using a Cloud ERP over an on-premise ERP.

- A) Scalability, reduced infrastructure costs, and easier updates
- B) More control over data, faster implementation, and lower ongoing costs
- C) Limited accessibility, more hardware required, and frequent data breaches
- D) None of the above

33. Are there any benefits to using an on-premise ERP?

- A) Higher initial cost, but better control and security
- B) Cheaper and easier to implement than cloud ERP
- C) More flexibility and scalability than cloud-based systems
- D) None of the above

34. What sort of data might be stored within an ERP's HRM module?

- A) Employee payroll, attendance, performance reviews, and benefits
- B) Financial transactions and customer data
- C) Supply chain tracking and procurement details
- D) Sales and marketing metrics

35. List three benefits of integrating a Transaction Processing System (TPS) with a business's ERP.

- A) Improved data consistency, streamlined operations, and real-time decision-making
- B) Easier access to external data sources, reduced storage requirements, and better reporting
- C) Simplified data entry, reduced security risks, and better customer service
- D) Increased system complexity, higher maintenance costs, and slower performance

36. What sort of data might be stored within an ERP's CRM module?

- A) Customer interactions, sales data, and marketing materials
- B) Employee attendance and payroll data
- C) Supply chain data and procurement details
- D) Financial transactions and investments

37. What is a Flexible Manufacturing System (FMS)?

- A) A system that allows customization of manufacturing processes
- B) A system for controlling office supply orders
- C) A software application for managing customer data
- D) A system for tracking financial transactions in production

38. What does integrating an FMS with an ERP allow businesses to do?

- A) Improve scheduling and resource allocation for manufacturing processes

- B) Manage customer data more efficiently
- C) Monitor employee productivity in real-time
- D) Track inventory across all departments

39. What advantages does integrating a Project Management (PM) module into an ERP bring?

- A) Better task tracking, improved collaboration, and easier project scheduling
- B) Increased administrative work, slower task execution, and higher costs
- C) Better integration with external project management tools
- D) No significant advantages

40. What is the overall goal of implementing an ERP system in a business?

- A) To track employee activities
- B) To improve operational efficiency and streamline business processes
- C) To create separate systems for each department
- D) To reduce the number of employees

41. What is the primary function of an SCM system?

- A) Manage supplier relationships
- B) Track customer behavior
- C) Optimize production scheduling
- D) Ensure the smooth flow of goods from suppliers to customers

42. What system focuses on interactions with customers to identify valuable ones?

- A) ERP
- B) DSS
- C) CRM
- D) SCM

43. What system is designed to help senior executives make decisions?

- A) DSS
- B) ESS
- C) ERP
- D) CRM

44. What is an application for EIS focusing on producing goods?

- A) MRP
- B) ERP
- C) DSS
- D) CRM

45. What are the three components of a DSS?

- A) User interface, data, and models
- B) Customer data, reports, and forecasts
- C) Sales, inventory, and supplier data
- D) Employees, suppliers, and vendors

46. What is the main purpose of an ERP system?

- A) Store customer information
- B) Integrate all departments to improve efficiency
- C) Forecast financial needs
- D) Manage daily production schedules

47. What is a POS system?

- A) Sales and operations management system
- B) Point-of-sale system for processing customer transactions
- C) Product tracking system
- D) Performance monitoring system

48. What processes are included in a Marketing Information System (MIS)?

- A) Data collection, market analysis, sales forecasting
- B) Customer engagement, social media tracking, finance analysis
- C) Inventory tracking, HR management, customer service
- D) Legal compliance tracking, payroll, and employee engagement

49. What are the five major categories of an EIS?

- A) Reports, dashboards, forecasts, collaboration tools, strategy tracking
- B) Sales data, financial data, customer engagement, HR management, quality control
- C) Inventory data, production tracking, procurement, human resources, budgeting
- D) Accounting, human resources, marketing, operations, legal

50. What is the main purpose of a Marketing Information System? Name and describe some of the processes that are included in this system.

- A) To support marketing decision-making through data collection and analysis
- B) To streamline manufacturing and supply chain operations
- C) To track financial performance and accounting data
- D) To provide real-time customer service support

ANSWERS

C) Manage logistics and suppliers

C) CRM

C) Support business decisions through analysis and modeling

B) To meet the needs of senior corporate executives with summary reports

B) Plan, Source, Deliver

A) ERP

A) Sales, Marketing, Support

A) Data, Model, User Interface

C) MRP (Material Requirements Planning)

B) Executive reports, dashboards, forecasting, analytics, and collaboration tools

C) Accessing data and software over the internet

D) All of the above

B) Integrate and automate business processes across departments

B) A point-of-sale system for transaction processing

B) For customer convenience and in areas with limited card payment systems

B) Analyzing historical data to identify trends and patterns

A) By improving customer experience and predicting market trends

B) A platform for delivering and tracking training programs

A) LinkedIn Learning

B) To provide senior executives with strategic decision support

C) ESS provides summaries for executives, while DSS provides detailed analysis

B) Adam Smith

A) Max Weber

B) Peter Drucker

B) For handling massive amounts of data and processing large-scale transactions

C) For basic tasks like browsing the internet, working with documents, and emails

B) To divide processing tasks between client computers and a central server

B) To support marketing decision-making through data collection and analysis

A) Data collection, market research, consumer behavior analysis, sales forecasting

A) Improved data accuracy, streamlined operations, and better decision-making

- A) Costly implementation, complexity, and rigid customization**
- A) Scalability, reduced infrastructure costs, and easier updates**
- A) Higher initial cost, but better control and security**
- A) Employee payroll, attendance, performance reviews, and benefits**
- A) Improved data consistency, streamlined operations, and real-time decision-making**
- A) Customer interactions, sales data, and marketing materials**
- A) A system that allows customization of manufacturing processes**
- A) Improve scheduling and resource allocation for manufacturing processes**
- A) Better task tracking, improved collaboration, and easier project scheduling**
- B) To improve operational efficiency and streamline business processes**
- D) Ensure the smooth flow of goods from suppliers to customers**
- C) CRM**
- B) ESS**
- B) ERP**
- A) User interface, data, and models**
- B) Integrate all departments to improve efficiency**
- B) Point-of-sale system for processing customer transactions**
- A) Data collection, market analysis, sales forecasting**
- A) Reports, dashboards, forecasts, collaboration tools, strategy tracking**
- A) Sales data, financial data, customer engagement, HR management, quality control**