

Module 1 - Introduction to ERP

Information System (IS)

An information system (IS) is a collection of components that work together to provide information to help in the operation and management of an organisation.

SAP

SAP (Systems, Applications, and Products) ERP was the first software that delivers real-time ERP integration.

Enterprise Resource Planning (ERP)

Acts as a company wide computing environment

Includes a database that is shared by all functional areas

Can deliver consistent data across all business functions in real time.

ERP eliminates redundant efforts and duplicated data; can generate savings in operations expense.

It also helps to produce goods and services more quickly

A company that doesn't implement ERP might be forced out of business by a company that does have ERP.

Cost savings and increased revenue occur over many years.

Strengths and Weaknesses of ERPs

| Strengths | Weaknesses |
|---|------------------------------|
| Covers many business functions | Expensive and very complex |
| Strong workflow capabilities | Demands highly trained staff |
| Currently implemented in many large firms | Lengthy implementation time |

Strengths and Weaknesses of ERPs (cont)

| | |
|---|--|
| Supports the concept of data entered once at its source | Creates internal conflict in organisations |
|---|--|

Module 2 – Business Functions, Processes and ERP

ERP

A collection of software systems that help to manage business processes for an entire organisation.

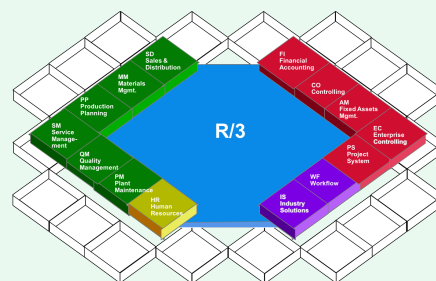
Designed to integrate all information processing support for an entire organisation.

Business Processes

Collection of activities that take one or more kinds of input and creates an output that is of value to the customer.

Viewing a business through business processes helps managers to look at their organisation from a customer's perspective.

SAP R/3 System



SAP is software. The way in which software elements and the relationship between them are structured is called software architecture. Architecture is how the software system is designed/ structured. Software system is composed of 3 layers; presentation layer, application layer & data base layer.

Functional Areas of Operation

| Functional area of operation | Marketing and Sales | Supply Chain Management | Accounting and Finance | Human Resources |
|------------------------------|----------------------------------|------------------------------------|--|-----------------------|
| Business functions | Marketing of a product | Purchasing goods and raw materials | Financial accounting of payments from customers and to suppliers | Recruiting and hiring |
| | Taking sales orders | Receiving goods and raw materials | Cost allocation and control | Training |
| | Customer support | Transportation and logistics | Planning and budgeting | Payroll |
| | Customer relationship management | Scheduling production runs | Cash-flow management | Benefits |
| | Sales forecasting | Manufacturing goods | | Government compliance |
| | Advertising | Plant maintenance | | |

Functional Areas & Business Processes

Marketing & Sales

Supply Chain Management (SCM)

Accounting & Finance

Human Resources

Differences between Function & Process

| Function | Process |
|-----------------------|-------------------|
| Focus on "What" | Focus on "How" |
| Vertical | Horizontal |
| Static | Dynamic |
| Task-centered | Customer-oriented |
| Individual/Specialist | Team/Generalist |

Module 3 - Business Process Reengineering & ERP



By nicolesirk
cheatography.com/nicolesirk/

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