**TYBCS-Business Application**

**Question Bank**

CHAPTER 1.

1. Explain the classification of product segment.
2. Explain the classification of consumer segment.
3. State the benefits of market segmentation.
4. Explain all the steps involved in selling routine.
5. What is quotation?

6.What are the essentials of inquiry?

7.What are essentials of quotation?

8.How to execute a Order?

9.Discuss data for sales analysis.

CHAPTER 2

1. .Give the sources of recruitment in brief.
2. What is mean by 360°appraisal.
3. State the methods of performance of appraisal.
4. Write the objective and features of performance of appraisal.
5. Explain methods of recruitment.
6. State the databases which we can use in payroll system.
7. Explain functions of HRM department.
8. What is objective of recruitment?
9. List the objectives of performance appraisal.
10. Differentiate between internal & external recruitment.

CHAPTER 3

1. How material requirement planning is done?
2. Explain bill of materials.
3. Explain material procurement cycle.
4. What do you mean by work order management?
5. Which factors affect production planning?
6. What is BOM?
7. What is manpower planning?List the steps pf the same.
8. How to do vendor analysis?

CHAPTER 4

1. Explain process of Saving Bank Account in Detail.
2. Explain Cheque Book issue process of Saving Accounts in detail.
3. What are ATM Application?
4. Write a note on E-Banking.
5. Explain Biometric Devices and its scope in Applications.

CHAPTER 5

1. What is Enterprises Resources Planning? Explain its Evaluation and Scope.
2. Explain Different Modules of ERP.
3. Give the features & scope of ERP.
4. Write note on Selection of ERP Software.
5. What is Supply Chain Management? Explain in detail.
6. What is Customer Relationship Management? Explain: Marketing, Sales and Service Functions of a Company.
7. How CRM is useful in Call Centre/ Knowledge Centre, KPO’s, BPO’s? Explain.
8. Explain TQM. What are the generic models for implementing total quality management?
9. What are the Sources of formation of the enterprise competitive advantage?