

MPH_AOMA (Operations Management) – questions Autumn _ Winter 2015

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All questions could be studied with the help of related study materials handed over to students during lessons held in Brno (Autumn-Winter 2015)

Will be shortly reviewed (explained) during two lessons (26.11.2014 or 3.12.2014) taking into consideration, that date 10.12.2014, 16.12.2014 and 17.12.2014 is so far assigned date for the final exams. Important parts of below specified questions (TOC and CCMP) may be found in your Seminar works, which was as assigned to you, handed over, presented and defended and remarked (revised) by your tutor.

Resources (actual to 18.11.2015). All files in below presented study material list were used during theoretical and practical lessons of or will be still used till the end of course MPH-AOMA course.

Složka či soubor	Vložil/a	Vloženo
Studijní materiály předmětu ESF MPH_AOMA /MPH_AOMA/		14. 5. 2015
Učební materiály /um/		14. 5. 2015
Odpovědníky /odp/		14. 5. 2015
Odevzdávárny /odev/		14. 5. 2015
Organizační pokyny /op/		14. 5. 2015
Assignment_of_Operations_Management_seminar_work Assignment...151023.doc		23. 10. 2015
Balanced Scorecard-Basics Balanced_Scorecard_20150612.pptx	Skorkovský, J.	dnes
Boston_matrix and Product Life Cycle-Basics Boston_mat...141029.ppt	Skorkovský, J.	dnes
Business Intelligence_Olap Business_Intelligence_Olap_20150828.ppt	Skorkovský, J.	dnes
Critical_Chain_ENG Critical_Chain_ENG_20150903.ppt	Skorkovský, J.	21. 10. 2015
Drum_Buffer_Rope-basics Drum_Buffer_Rope_ENG_20151118.ppt	Skorkovský, J.	dnes
Gartner Magic Quadrant Tool Basics Gartner_Ma...30418.pptx	Skorkovský, J.	11. 11. 2015
Introduction MS Dynamics II. NAV Introducti...50825.pptx	Skorkovský, J.	30. 9. 2015
Introduction MS Dynamics III. Purchase Introducti...40926.pptx	Skorkovský, J.	7. 10. 2015
Introduction MS Dynamics I. Introduction_MS_Dynamics_I_20150216.pptx	Skorkovský, J.	23. 9. 2015
Introduction MS Dynamics II_Sales Order_NAV Introducti...40922.pptx	Skorkovský, J.	30. 9. 2015
Introduction MS Dynamics IX_Transfer_Orders_NAV Introducti...41006.pptx	Skorkovský, J.	14. 10. 2015
Introduction MS Dynamics X_Discounts_NAV Introducti...41008.pptx	Skorkovský, J.	11. 11. 2015
Introduction MS Dynamics XIII_General_Journal_Payments_NAV Classic Introducti...51104.pptx	Skorkovský, J.	4. 11. 2015
Introduction MS Dynamics XVI_CRM_NAV Introducti...41017.pptx	Skorkovský, J.	21. 10. 2015
Introduction MS Dynamics XXI_Accounting Schedules_NAV Introducti...41120.pptx	Skorkovský, J.	dnes
Introduction MS Dynamics XXV_Analysis-Basics Introducti...41119.pptx	Skorkovský, J.	dnes
Ishikawa fishbone diagram Ishikawa_fishbone_diagram_ENG_20140327.ppt	Skorkovský, J.	21. 10. 2015
Kepner-Tregoe Methodology version 4 Kepner-Tre...51104.pptx	Skorkovský, J.	4. 11. 2015
NAVI_Nothing_simpler_IV NAVI_Nothing_simpler_IV_20141001.pptx	Skorkovský, J.	30. 9. 2015
Simple Microsoft Dynamics NAV 2009R2 installing procedure Simple_Mic...50915.docx	Skorkovský, J.	23. 9. 2015
South_African_project_modified 20150930 South_Afri...40905.pptx	Skorkovský, J.	30. 9. 2015
Theory of Constraints_20150907 Theory_of_Constraints_20150907.ppt	Skorkovský, J.	14. 10. 2015
Total Quality Management_20150730 Total_Qual...50730.pptx	Skorkovský, J.	11. 11. 2015
Poskytovna https://is.muni.cz/auth/0f/1456/MPH_AOMA/podzim2015/		14. 5. 2015

Below listed material corresponds to all MS Dynamics Functions and its impact to operation management during practical lessons. This list have to be used for MS Dynamics NAV 2009 R2 studies. Mind you, that **access to MS Dynamics NAV 2009** English version (British local currency and English database) **is possible also in all public computer rooms!** From this table mentioned below it is visible and clear which passages (TSx) were trained and shown during MS Dynamics NAV 2009 system hands on seminars. Training sessions marked by yellow colour will be handed over during next remaining sessions. Some of the TSx were not used, because they are outside of the course scope.

For MPH-AOMA course only **158 slides** will be used + 63 slides in PWP presentation MS Dynamics **NAV Nothing simpler**, which is also part of your study material as well !!! So all in all **221 slides** !!

Listing of Practice Resources (MS Dynamics NAV 2009).

(mapping questions-resources – see list of questions below)

List of Training selected PWP presentation for AOMA		368			MHP AOMA	158
Code	Description	All slides	Presented (date)	Ready	Lecture given	AOMA slides
TS0	South African project -real one	19		OK	OK	19
TS1	Introduction to MS Dynamics	13		OK	OK	13
TS2	Basic data, SO and Customer creation-template	28		OK	OK	28
TS3	Purchase	22		OK	OK	22
TS4	Item card creation, PU 2 items and SO 1 item	12		OK	OK	12
TS5	Cross Reference, Substitution and extended texts	9		OK		
TS6	Blanket Orders	16		OK		
TS7	Drop Shipment	11		OK		
TS8	Stock Keeping Units	11		OK		
TS9	Transfer Orders	7		OK	OK	7
TS10	Sales discounts	10		OK	OK	10
TS11	Warehouse Management	19		OK		
TS12	Non Stock Items	10		OK		
TS13	General Journal (apply, un-apply, reverse,..)	25		OK	OK	25
TS14	Item Charges	19		OK		
TS15	Lot numbers and Item tracking	11		OK		
TS16	Customer Relationship Management	24		OK		
TS17	Credit Notes	17		OK		
TS18	Reminders and Finance Charge Memos	22		OK		
TS19	Return Management	20		OK		
TS20	Combined Shipment	10		OK		
TS21	Accounting schedules	11	19.11.2015		OK	11
TS22	Budgets	11		OK		
TS23	Expected costs					
TS24	MS Dynamics Most Frequently used hot -keys	11		OK	OK	11
TS25	Analysis	11	25.11.2015			11
TS26	Production	19		OK		
TS27	Requisition Worksheet	16		OK		

As it was already mentioned, most of these functionalities are covered by PWP show MS Dynamics NAV-Nothing simpler (all in all 63 slides) ! Shorthand of this show used in Practise question below is **NS** !

Practice Questions MS Dynamics NAV 2009 R2(Classic version od database)

1. Modularity of the ERP systems. What areas can be controlled by ERP MS Dynamics NAV. **(TS1 resource and NS).**
2. Main windows (forms) used in ERP and syntax for Debits and Credits (posted General Ledger Entries) – card window, line window, matrix window (e.g. Item by location from Item cards) header and line window (form and sub-form, which is basic structure for every NAV document (Sales Order, Purchase Order, Credit Note, Contact Card (CRM), Transfer Order,..) **(TS1 and TS2 resources and NS). Do not take into consideration creation of the new customer card by use of template (TS2), which was not presented!**
3. Main tables (Item, Customer and Vendor- basic data field such as balance, Basic unit of measure, Payment condition, Costing methods and so on. You can use Help which can be accessed by key F1 for better and more concise presentation !! **(TS1 and TS2 resources and NS).**
5. Purchase of an item and impacts of F11 (posting) -> item and vendor entries, G/L entries **(TS3 and TS4 resources and NS).** Create new Purchase Order and show all impacts (Item ledger entries, General Ledger entries and Vendor Ledger Entry!
6. Sale of an item and impacts of F11 (posting) -> item and customer entries, G/L entries **(TS2 resource and NS).** Create new Sales Order and show all impacts (Item ledger entries, General Ledger entries and Customer Ledger Entry!
7. Payment of the open entry (Customer or Vendor) by use of the Financial Journal and impacts. (This can be shown in Financial Management area (menu) ->General Ledger->History->Registers)! **(TS13 resource).** Show how to get payment from chosen Customer with non-zero Balance on Customer Card. Explain what is the meaning of Open entry!
8. All presented discounts (price, % and invoice) and the use of this incentives! What kind of discounts do we have in MS Dynamics NAV? **(TS10 resource).** Show setup of discount specified by examiner and impact of applied discount in sales lines !
9. Contact Card and its profile and use of it. Connection to Customer (Vendor) card. **(TS16 resource).** What is use of profile? How the contact card is connected to Customer? What it is so ? What kind
10. What is an Opportunity and Sales cycle? (Show from Contact card or Salesperson card) and how to create a new interaction from the contact card (use of wizard) **(TS16 resource)?** How to see after it is created in MS Dynamics NAV database? Use already created Opportunities, where you can easily access Sales Cycles (see main hotkeys short-hands) **(TS24 resource)?**
11. Transfer Order (Present to examiner transfer of chosen item from Blue to Red Location). After Transfer Order will be posted show by use Ctrl-F5 created item entries **(TS9 resource)! How many item entries will be created during transfer?**
12. Analysis examples and Accounting schedule. Start chosen Accounting schedule. Only basic principles (name of the analysis, line template and column template) **(TS21 and TS25 resources).** Start already created analysis, which can be found in demo database some examples and explain benefits and use of it.
13. Explain and show use of listed keys and its combinations : F3,F5,F6,F7,F9,F11, Ctrl-F5 and Shift-F5.

Listing of Theory Resources – will be used below to show you mapping knowledge -resources

- A. [ERP project activities PWP presentation \(23.9.2015\)](#)
- B. [Theory of Constraints \(30.9.2015 and 7.10.2015\)](#)
- C. [Critical Chain \(CCPM\) \(14.10.2015 and 21.10.2015\)](#)
- D. [Boston Matrix and Product Life Cycle \(PLC\) \(18.11.2015\)](#)
- E. [Ishikawa fishbone diagram and its combination with Pareto Analysis \(21.10.2015\)](#)
- F. [Pareto Analysis Simplified \(21.10.2015\)](#)

- G. *Reserve clause (not used so far) !!!*
- H. OLAP and Business Intelligence (was uploaded on 18.11.2015 and will be presented on 25.11.2015)
- I. Magic Quadrant Matrix from Gartner company (11.11.2015)
- J. Kepner -Tregoe Methodology (4.11.2015)
- K. Total Quality Management(11.11.2015)
- L. Drum-Buffer-Rope (was uploaded on 18.11.2015 and will be presented on 25.11.2015)
- M. *Reserve clause (not used so far) !!!*
- N. Balanced Scorecard –(will be uploaded on 18.11.2015 and will be presented on 18.11.2015 as well)

Theory Questions (resources A-M):

Structure of the theory question:

Comment : Indicative questions which are written below in italics are only ancillary issues !!!!
It is assumed that your answers will be much more complex !!!

Number	Description :	Resource (slides if required)
1.	Name key activities of the implementation project (project entries):	A
2.	Name key skills, which should be part of project manager knowledge portfolio :	A
3.	What is a Gantt chart. What is represented by line segment of this diagram? : Name advantages of this graphical approach. :	A , B and C
4.	Evaluation of the project result. How we can know, that the Project was successful? Consider time, due date, capacities, budgets limits, required knowledge portfolio, changes, and so on:	A, B and C
5.	Simplified chart (diagram) of ERP functions (feedback diagram). Explain! You can use MS Dynamics NAV demo version as well:	A and TS24, TS21 and TS24
6.	Specify the basic concept of the Theory of Constraints: <i>Very complex question! It covers among others questions 7,8,9 and also 10.</i>	B
7.	TOC metrics: B <i>Name three main metrics and their trend, explain benefits of using this metrics. How to calculate NET Profit and ROI by using these metrics ?</i>	B
8.	Cost World and Throughput World: B <i>Define and explain differences</i>	B
9.	TOC five steps: B	B
10.	Drum-Buffer- Rope. Explain this simple methods: L	L
11.	Basic trees (Thinking process tools) – Current Reality Tree, Evaporating Cloud Tree and Future Reality Tree: B <i>Explain main use and how these trees are constructed. This question is more and less also related to you seminar work !</i>	B
12.	What is bad multitasking? : C	C
13.	Critical path and Critical Chain differences: C <i>Specify differences!</i>	C
14.	Use of project buffer (buffer management concept and graph with three zones): C <i>Specify use of buffers, how the size of buffer is set.</i>	C
15.	Total Quality Management Basics: K	K
16.	Ishikawa fishbone diagram: E	E
17.	Boston matrix and Product Life Cycle(PLC): D	D
18.	Pareto analysis and its applications (use of PWP presentation Ishikawa allowed): E	E
19.	OLAP (Business Intelligence): H <i>Basic principles and use.</i>	H
20.	Basic principles of Kepner –Tregoe method supporting decision making: J	J

Must and Want criteria and its use, principles of WHO, WHAT, WHEN WHERE EXTENT and Why to distinguish between It Is and It Is Not.

21. [Magic Gartner Quadrant: I](#)
22. [Balanced Scorecard principles: N](#)