MPH_AOMA (Operations Management) – questions Autumn _ Winter 2014

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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 2014)

Will be shortly reviewed (explained) during last one of the last lesson (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 19.11.2014).* It is expected, that some files will be added later (26.11. and 3.12). These files will be related to MS Dynamics NA Analysis and Accounting schedules as far as ERP system is concerned and some theoretical passages mentioned below (marked by characters **L** and **M**). If these files **will not be uploaded** and **subsequently presented** the questions related to these files will be not examined (Theoretical questions 15 and 22)!!!!!!

	Složka či soubor	Vložil/a	Vloženo
	Studijní materiály předmětu ESF:**MPH_AOMA** /MPH_AOMA/		13. 7. 2014
/0	Učební materiály /um/		13. 7. 2014
/1	Odpovědníky /odp/		13. 7. 2014
/0	Odevzdávárny /ode/		13. 7. 2014
/1	Organizační pokyny /op/		13. 7. 2014
	Assignment_of_Operations_Management_seminar_work_I_20141015 Assignment...141015.doc	Skorkovský, J.	15. 10. 2014
	Boston_matrix_ENG_20141029 Boston_matrix_ENG_20141029.ppt	Skorkovský, J.	29. 10. 2014
	Complex Exercise _001_20141029.docx Complex_Ex...41029.docx	Skorkovský, J.	29. 10. 2014
	Critical_Chain_ENG__20141008 Critical_Chain_ENG__20141008.ppt	Skorkovský, J.	15. 10. 2014
	Customer Relationship Management Basics Introducti...41017.pptx	Skorkovský, J.	5. 11. 2014
	Drum_Buffer_Rope ENG 20141022.ppt Drum_Buffe...141022.ppt	Skorkovský, J.	22. 10. 2014
	Drum_Buffer_Rope example DBR_example_buffers_20141021.xlsx	Skorkovský, J.	22. 10. 2014
	Example of seminar work-inspiration Daria_Boro..._paper.pdf	Skorkovský, J.	29. 10. 2014
	Gartner Magic Quadrant Tool 20141112 Gartner_Ma...41112.pptx	Skorkovský, J.	12. 11. 2014
	Installation_of_MS_Dynamics_NAV_Guide_Both_versions_20130905 Installati...30905.pptx	Skorkovský, J.	17. 9. 2014
	Installation_of_MS_Dynamics_NAV_Guide_Shorten_new version_20141003 Installati...41003.pptx	Skorkovský, J.	3. 10. 2014
	Introduction MS Dynamics II. Introduction_MS_Dynamics_II._NAV_20140922.pptx	Skorkovský, J.	24. 9. 2014
	Introduction MS Dynamics IV. NAV 20140929 Introducti...40929.pptx	Skorkovský, J.	29. 9. 2014
	Introduction MS Dynamics IX. NAV 20141006 Introducti...41006.pptx	Skorkovský, J.	8. 10. 2014
	Introduction MS Dynamics NAV III Introducti...40926.pptx	Skorkovský, J.	29. 9. 2014
	Introduction MS Dynamics X. NAV 20141008 Introducti...41008.pptx	Skorkovský, J.	dnes
	Introduction MS Dynamics XIII. NAV 20141015 Introducti...41015.pptx	Skorkovský, J.	15. 10. 2014
	Introduction MS Dynamics XVII. NAV 20141017 Introducti...41017.pptx	Skorkovský, J.	29. 10. 2014
	Introduction to MS Dynamics NAV I Introducti...40917.pptx	Skorkovský, J.	24. 9. 2014
	Ishikawa fishbone diagram ENG 20140327 Ishikawa_f...140327.ppt	Skorkovský, J.	29. 10. 2014
	Kepner Tregoe Methodology Kepner-Tregoe_Methodology_version_4_20141105.pptx	Skorkovský, J.	5. 11. 2014
	List of Training Sessions for MHP_AOMA List_of_Tr..._AOMA.xlsx	Skorkovský, J.	dnes
	MS Dynamics NAV most frequently used hot keys MS_Dynamic...41023.pptx	Skorkovský, J.	23. 10. 2014
	NAV database database.fdb	Skorkovský, J.	1. 10. 2014
	NAVI_Nothing_simpler__IV_20141001 NAVI_Nothi...41001.pptx	Skorkovský, J.	1. 10. 2014
	Olap_English_version_20141119 Olap_English_version_20141119.ppt	Skorkovský, J.	dnes
	Pareto analysis-simplified 20100929.ppt Pareto_ana...100929.ppt	Skorkovský, J.	22. 10. 2014
	Redistributable file fo 64 bit operation system vcredist_x64.exe	Skorkovský, J.	17. 9. 2014
	Redistributable file for 32 bits operation system vcredist_x86.exe	Skorkovský, J.	17. 9. 2014
	South African project South_African_project_20140905.pptx	Skorkovský, J.	17. 9. 2014
	TOC_English_Version_20141001 TOC_English_Version_20141001.ppt	Skorkovský, J.	8. 10. 2014
	Poskytovna https://is.muni.cz/auth/of/1456/MPH_AOMA/podzim2014/		13. 7. 2014

Operace ▾

Below listed material, which can be accessed from your study material above as well, have to be used for MS Dynamics NAV 2009 studies.

Mind you, that access to MS Dynamics NAV 2009 English version (British local currency) is possible also in public computer rooms! Copy of the below table is also part of your study materials. From this table mentioned below it is visible and clear which passages (TSx) were trained and shown during MS Dynamics NAV system hands on seminars. Training session marked by yellow colour will be handed over next on 19.11., 26.11. and 3.12.2014. Some of the TS were not used, because they are outside of the course scope. For MPH-AOMA course only **178 slides** will be used + still not created TS21 and TS25.

Listing of Practice Resources (MS Dynamics NAV 2009).
(mapping questions-resources – see list of questions below)

Code	List of Training PWP presentation for AOMA	357		MHP AOMA	MHP AOMA
Code	**Description**	**Slides**	**Presented (date)**	**Lecture given**	**Lecture planned**
TS0	South African project -real one	19	17.9.	OK	
TS1	Introduction to MS Dynamics	13	17.9.	OK	
TS2	Basic data, Sales Order and Customer creation-template	28	24.9.	OK	
TS3	Purchase	22	1.10.	OK	
TS4	Item card creation, PU 2 items and SO 1 item	12	1.10 and 8.10.	OK	
TS5	Cross Reference, Substitution and extended texts	9			
TS6	Blanket Orders	16			
TS7	Drop Shipment	11			
TS8	Stock Keeping Units	11			
TS9	Transfer Orders	7	22.10.	OK	
TS10	Sales discounts	10	19.11.		OK
TS11	Warehouse Management	19			
TS12	Non Stock Items	10			
TS13	General Journal (apply, un-apply, reverse,..)	25	15.10. and 22.10	OK	
TS14	Item Charges	19			
TS15	Lot numbers and Item tracking	11			
TS16	Customer Relationship Management	24	5.11. and 12.11.	OK	
TS17	Credit Notes	17	29.10.	OK	
TS18	Reminders and Finance Charge Memos	22			
TS19	Return Management	20			
TS20	Combined Shipment	10			
TS21	Accounting schedules		3.12.		OK
TS22	Budgets	11			
TS23	Expected costs				
TS24	MS Dynamics Most Frequently used hot -keys	11	Used every lesson	OK	
TS25	Analysis		26.11.		OK
TS26	Production	19			
TS27	Requisition Worksheet	16			

Practice Questions MS Dynamics NAV 20O9 (Classic)

1. Modularity of the ERP systems. What areas can be controlled by ERP MS Dynamics NAV. *(TS1 resource)*

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).* 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 F1for better and more concise presentation !! (TS1 and TS2 resources).*

5. Purchase of an item and impacts of F11 (posting) -> item and vendor entries, G/L entries *(TS3 and TS4 resources)*

6. Sale of an item and impacts of F11 (posting) -> item and customer entries, G/L entries *(TS2 resource)*

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)*

8. Discounts and the use of this incentives! What kind of discount do we have ? *(TS10 resource)*

9. Contact Card and its profile and use of it. Connection to Customer (Vendor) card. *(TS16 resource)*

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 (see main hotkeys short-hands *(TS24 resource)*?

12. What is Credit Memo and how this can be created *(TS17 resource)* ?

13. Transfer Order (transfer chosen item from Blue to Red location). After Transfer Order will be posted show by use Ctrl-F5 created item entries *(TS9 resource)*!

14. 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)*

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

A. ERP project activities PWP presentation (17.9.2014 and 24.9.2014)
B. Theory of Constraints (1.10.2014 and 8.10.2014)
C. Critical Chain (CCPM) (15.10.2014)
D. Boston Matrix and Product Life Cycle (PLC)   (29.10.2014)
E. Ishikawa fishbone diagram (22.10.2014)
F. Pareto Analysis Simplified (22.10.2014)
G. *Reserve clause (not used so far) !!!*
H. OLAP   (uploaded 19.11.2014 and will be presented 19.11.2014)
I. Magic quadrant from Gartner (12.11.2014)
J. Kepner-Tregoe methodology (5.11.2014)
K. Drum-Buffer Rope (22.10.2014)
L. CONWIP -will be uploaded before lesson on 26.11. (26.11.2014)
M. Pains and benefits - will be uploaded before lesson on 3.12. (3.12.2014)

Theory Questions (resources A-M):

Structure of the theory question:

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? : **A** , **B** and **C** 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: **B**
7. TOC metrics : **B**
8. Cost World and Throughput World. Explain differences ! : **B**
9. TOC five steps: **B**
10. Drum-Buffer- Rope. Explain this methods. : **K**
11. Basic trees (Thinking process tools) – Current Reality Tree, Evaporating Cloud Tree and Future Reality Tree: **B**
12. What is bad multitasking? : **C**
13. Critical path and Critical Chain differences: **C**
14. Use of project buffer (buffer management concept and graph with three zones): **C**
15. Basic Pains and Benefits in chosen areas (Financial management, Sales and Purchase, ..) : **M**
16. Ishikawa fishbone diagram: **E**
17. Boston matrix and Product Life Cycle(PLC) : **D**
18. Pareto analysis and its applications (use of PWP presentation Ishikawa allowed): **E**
19. OLAP (Business Intelligence) : **H**
20. Basic principles of Kepner –Tregoe method supporting decision making: **J**
21. Magic Gartner Quadrant: **I**
22. CONWIP : **L**