Critical Success Factors for ERP Adoption Process

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Since Vietnam officially joined WTO in 2007, many organizations have been increasing their needs in restructuring their operations and seeking for a total business solution as a significant strategic tool of competition. Enterprise Resource Planning (ERP) system is designed to meet this need; however, there have been many failed attempts at implementing an ERP system. The aim of this research is to examine what critical success factors impact on the ERP adoption process.

The thesis chose Vietnam Dairy Products Joint Stock Company (Vinamilk), a leading company in manufacturing dairy products in Vietnam, as the case company. Data was collected from different sources such as interviews, the project’s documentations, the company’s reports and small-scale survey.

The results indicate the critical success factors for the ERP adoption of Vinamilk. Therefore, this study is beneficial to other Vietnamese companies’ managers who plan to invest in ERP projects. Besides, this paper can be beneficial to those managers who failed to manage the ERP adoption process. Next, the findings are good reference for novice consultants who need in-depth knowledge of ERP. Finally, this thesis is helpful to those who are interested in ERP adoption in Vietnam.
Enterprise Resource Planning (ERP) systems are currently in high demand among Malaysian companies especially those in manufacturing and service based industries because it provides an effective management system leading to significant improvements in productivity. In this paper, a comprehensive study was done to identify the critical success factors and key benefits of ERP implementations using the responses from 151 firms. Keywords: Critical Success Factors (CSFs), Enterprise Resource Planning (ERP), system, vendor, ICT. A number of factors that may affect the ERP implementation process and the probability of conversion success have been identified in the IT implementation, IT failures, and business process reengineering literatures [19]. Critical success factors. Many ERP projects fail and there are close to 40 reasons listed in the literature for failure of an ERP project [3] for SMEs. Various critical success factors (CSFs) have been identified in the literature. An ERP system is considered proper if it fits organisational data and processes requiring very little or no customisation [22]. [7] L. Ganesh and A. Mehta, “Critical Success Factors for Successful Enterprise Resource Planning Implementation at Indian SMEs,” International Journal of Business, Management and Social Sciences, vol. 1, no. 1, pp. 65-78, 2010. [11] Y. Li, “ERP adoption in Chinese small enterprise: an exploratory case study,” Journal of Manufacturing Technology Management, vol. 22, no. 4, pp. 489-505, 2011. For successful ERP implementation, ERP implementation managers should be able to assess the fit between their organization and the target ERP system before its adoption. Once adoption is decided, should measure and manage the impact of ERP and process adaptations from a risk assessment approach to minimize the potential business disruptions and user resistance. Recommended. Critical Success Factors for ERP System Implementation Success Factors for ERP System