OPERATIONALISING ENTERPRISE RESOURCE PLANNING IMPLEMENTATION

[1]FATIMA-ZAHRA ZAMZAM, [2]DAVID BAMFORD, [3]IAIN REID

[1]Manchester Metropolitan University, UK
[2]Reader, Operations Management, Manchester Metropolitan University
[3]Professor, Operations Management, Manchester Metropolitan University
E-mail: [1]fatimazahrazamzam@gmail.com

Abstract -Literature on Enterprise Resource Planning (ERP) has analysed the success factors of system implementation, but with little emphasis on Make-to-Order (MTO) environments. New management systems for MTO often rely on customer and vendor management engagement, in addition to internal employee incentivization. This empirical study examines the impact of behavioural operations for mechanising the adoption of digital technologies in MTO within a UK based manufacturer. The core users' and senior managers' different levels of contribution are assessed in order to understand their perceived level of impact on the achievement of objectives for the ERP implementation. This research associates the academic and professional domains by first analysing the theoretical predicted results and translating them into an operational project plan.

Keywords - Internet of Things, Make-to-Order, Behavioural operations, ERP Implementation