AN EVALUATION OF THE SUCCESSFUL IMPLEMENTATION OF ENTERPRISE RESOURCE PLANNING SYSTEM AT HACO INDUSTRIES

PETER NICHOLAS NJAU KANG'ETHE

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ABSTRACT

This research is a case study that carried out an evaluation of the successful implementation of ERP at HACO Industries. More attention was on evaluation of the impact of organizational variables and technology (IT) variables on the successful implementation of the ERP systems. The research focused on the evaluation of ERP implementation from three perspectives. Firstly, the dimensions of the ERP system success namely; information quality, individual impact, workgroup impact and organizational impact were considered. Secondly, the primary users were the main focus of the study because of their dominant role in ERP implementation. Finally factors in the external environment were evaluated and the impact of both external and organizational factors to operations management of the organization in the ERP system context.

The study respondents were all the staff in the various departments of organization that were using the ERP system in their day to day functions. The research instrument adopted to achieve the objective of the study were self administered questionnaires using the drop and pick later method as well as personal interviews of managers and IT persons in all the departments using ERP. The data collected from the questionnaires was collated for examination using Microsoft Excel and Statistical Package for Social Sciences (SPSS).

The organization successfully implemented its ERP and attributes the increased efficiency and better management of its resources to the ERP system. The project management approach was successful due to adhering to Critical Success Factors throughout the implementation process, the implementation team leaders created an environment where essential project requirements could be addressed in a reasonable and timely fashion.