Strategic ERP Transformation Project Management Training Course



28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

Embarking on an Enterprise Resource Planning (ERP) transformation is one of the most significant and complex initiatives an organization can undertake. This journey reshapes core business processes, integrates disparate functions, and fundamentally alters how work is done. Success requires more than just technical expertise; it demands strategic foresight, meticulous planning, and masterful project and change management. As noted by academic author Thomas H. Davenport in his seminal work, "Mission Critical: Realizing the Promise of Enterprise Systems," the true value of ERP is unlocked not through the software itself, but through the business transformation it enables. This comprehensive training course from BIG BEN Training Center is designed to equip participants with the critical skills needed to lead and manage the entire ERP implementation lifecycle. From building a compelling business case and selecting the right vendor to managing data migration, navigating organizational change, and ensuring benefits realization post-go-live, this program provides a holistic A-to-Z roadmap. We delve into proven methodologies for risk management, stakeholder engagement, and project governance, ensuring you can steer your ERP transformation projects away from common pitfalls and toward sustainable success and a strong return on investment.

Target Audience / This training course is suitable for:

- Project Managers and Program Managers.
- IT Directors and CIOs.
- ERP Project Team Members.
- Business Analysts and Process Owners.
- Operations Managers and Department Heads.
- Finance and Supply Chain Leaders.
- Change Management Professionals.
- Consultants involved in digital transformation.

Target Sectors and Industries:

- Manufacturing and Production.
- Retail and Consumer Goods.
- Healthcare and Pharmaceuticals.
- Financial Services and Banking.
- Logistics and Supply Chain Management.
- Technology and Telecommunications.
- Government Agencies and Public Sector Organizations.
- Construction and Engineering.

Target Organizations Departments:

- Information Technology (IT).
- Finance and Accounting.
- Operations and Production.
- Human Resources (HR).
- Supply Chain and Procurement.
- Project Management Office (PMO).
- Sales and Marketing.
- Customer Service.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic business case and a robust project charter for an ERP transformation.
- Master the ERP vendor selection process, from requirements gathering to contract negotiation.
- Create a comprehensive ERP project plan covering scope, budget, and resource management.
- Implement effective project governance and risk management frameworks.
- Lead organizational change management initiatives to foster user adoption and minimize resistance.
- Manage the complexities of data migration, system integration, and quality assurance testing.
- Execute a seamless go-live strategy and develop a post-implementation support model.
- Measure ERP project success using key performance indicators and ensure benefits realization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, moving beyond theoretical knowledge to build real-world competencies. We believe that adult learning is most effective when participants are actively engaged in the process. Therefore, this course utilizes a blended approach that includes expert-led presentations, in-depth case study analyses of successful and failed ERP projects, and collaborative group workshops. Participants will work in teams to tackle realistic scenarios, such as developing a risk mitigation plan or designing a stakeholder communication strategy. Interactive sessions, facilitated discussions, and peer-to-peer feedback are central to the learning experience, allowing for the exchange of diverse perspectives and professional experiences. The course emphasizes a hands-on approach, providing practical templates and tools that can be immediately applied in the workplace. Our expert instructors act as facilitators, guiding participants to discover solutions and build confidence in managing every phase of the ERP transformation lifecycle. This dynamic and engaging environment ensures that learning is not only retained but also directly transferable to professional challenges.

Course Agenda (Course Units):

Unit One: Foundations of ERP Transformation

- The strategic role of ERP systems in modern enterprises.
- Understanding the ERP implementation lifecycle from start to finish.
- Differentiating between ERP transformation, implementation, and upgrade projects.
- Common reasons for ERP project failure and how to avoid them.
- Key terminology and concepts in ERP project management.
- The evolution of ERP from on-premise to cloud and hybrid models.
- Aligning ERP strategy with overall business objectives.

Unit Two: Strategic Planning and Vendor Selection

- Building a compelling business case and securing executive sponsorship.
- Conducting a thorough readiness assessment and defining project scope.
- Establishing a robust project governance structure and defining team roles.
- The process of business process reengineering (BPR) before implementation.
- Developing detailed system requirements and creating a Request for Proposal (RFP).
- A structured approach to ERP vendor and implementation partner evaluation.
- Key considerations in contract negotiation and statement of work (SOW) development.

Unit Three: Project Execution and Risk Management

- Developing the master project plan, including timelines, budget, and resources.
- Applying project management methodologies (Agile, Waterfall, Hybrid) to ERP projects.
- Proactive risk identification, assessment, and mitigation strategies.
- Managing project scope and handling change requests effectively.
- Techniques for effective project communication and stakeholder management.
- Managing the technical aspects of system configuration and customization.
- Strategies for effective data quality management and data migration planning.

Unit Four: Change Management and Go-Live Strategy

- The critical role of Organizational Change Management (OCM) in ERP success.
- Developing a comprehensive change management and communication plan.
- Strategies for fostering user adoption and managing resistance to change.
- Designing and delivering effective end-user training programs.
- Planning and executing system testing phases (Unit, Integration, UAT).
- Developing a detailed cutover plan for a smooth go-live transition.
- Final readiness checks and the go/no-go decision-making process.

Unit Five: Post-Implementation and Continuous Improvement

- Establishing a post-implementation support structure and help desk.
- Managing the hypercare period and stabilizing the new system.
- Techniques for benefits realization and measuring return on investment (ROI).
- Conducting a post-project review and documenting lessons learned.
- Strategies for continuous improvement and system optimization.
- The future of ERP, including AI, machine learning, and IoT integration.
- Developing a long-term ERP roadmap for future upgrades and enhancements.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond technical implementation, how can an organization's culture be the single most critical factor in either ensuring the success or causing the failure of an ERP transformation project?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by adopting a holistic, business-first perspective on ERP transformation, rather than a purely technical one. While many programs focus narrowly on the software implementation steps, our curriculum is built on the academic and practical understanding that ERP success is fundamentally a business and people challenge. We move beyond generic project management templates to explore the nuanced complexities of leading change in a high-stakes environment. The course places significant emphasis on the often-underestimated pillars of success: strategic alignment, rigorous business process reengineering, proactive organizational change management, and long-term benefits realization. Participants will not just learn how to manage a project plan; they will learn how to lead a transformation. Through real-world case studies and facilitated strategic discussions, the course provides a deep dive into the critical thinking and leadership skills required to navigate political landscapes, secure genuine stakeholder buy-in, and foster a culture of adoption. It prepares leaders to ask the right questions, challenge assumptions, and make the tough decisions that separate a successful go-live from a truly transformative business outcome.