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Appendix A:

Research Questionnaire on Analyzing Successful ERP Implementation and ROI of ERP

Researcher –S.P.Kandanearachchi (B.Sc. Eng)

Objective: Framework for Successful ERP Implementation

Framework for Coupling ERP System with E-business, SCM and

CRM

Framework for ROI on ERP

Guidelines:

The questionnaire consists of three Sections

Section A-ERP Implementation approach

Section B-Integration of E-business, SCM and CRM with Backend

ERP System

Section C-Cost and Benefits of the ERP System

Please mark the "x" or underline for your selected answer category. Mark only one category for

Section	on A-ERP Implementation app	roach				
1.	ERP Product Features	V.High	High	Medium	V.Low	No
1.1	User friendliness liversity o	f Moratu	wa, Sri l	Lanka.		
1.2	Functionalities lectronic T	neses &	Disserta	tions		
1.3	Performance	ac 1k				
1.4	Appropriateness to the business	.av.ix				
1.5	Hardware & Software compatibility					
1.6	Use in Similar Business					
	Area/ Companies (Market					
	Usage)					
	Implementation Partner (IP)					
2.1	Project Management	V.High	High	Medium	V.Low	No
2.1.1	Level of expertise					
2.1.2	Communication					
2.1.3	Composition of the project team					
2.1.4	Role of project champion					
2.1.5	Industry Knowledge of the Memebers					
2.1.6	Project Delivery Time					
2.2	Configuration Management	V.High	High	Medium	V.Low	No
2.2.1	Studying of Client's Business Process					

2.2.3 Mapping of Client's Business Process with ERP's Business Process (Client's Business Process (Client's Business Process (Client's Business Process Re- engineering) 2.2.4 Level of Customerisation of ERP 2.2.5 Time Duration for Customerisation 2.3 Financial Stability of the IP 2.4 Product Support Client V.High High Medium V.Low No 3. Management (Client) 3.1 Support from top management 3.2 Clear objectives and goals 3.3 Change management/culture 3.4 Decision Making 3.5 Quality of the project team (client) & Business Process Knowledge of the client members involved in growth of the surface of the distribution of training 3.10 Post Implementation Monitoring 3.11 Method of Change Over All Massuring the Successfulness Overall product benefits 1.1 Information visibility 4.1 Information visibility 4.2 Process improvement 4.3 Level of End User Satisfaction 4.4 Cost reduction User Successes Nowledge of variable of the distribution of the business Usiness Usiness Usiness Nowledge of the client monitoring 3.10 Post Implementation Monitoring 3.11 Implementation Strategy All parts of the business Usiness U	0.00	Ct. 1: CEPP: P :	I	1		I	
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business processes	4.6	Integration of various					
		business processes					

Secti	ion B-Integration of E-business, SCM and CRM with Backend ERP System						
5	Web Enable Features of the ERP	V.High	High	Mediu	V.Lo	No	
				m	w		
5.1	Web Enable features of HR Module						
5.2	Web Enable features of Sales &						
	Distribution						
5.3	Web Enable features of Manufacturing						
	and Production Planning						
5.4	Web Enable features of Financial						
	Management						
5.5	Web Enable features of Material						
	Management						
5.6	Features of the web portal E-business,						
	SCM, and CRM						
	E III E I I III EDD						
6	Enabling E-business with ERP						
6.1	Corporate Vision for E-Business with						
()	ERP						
6.2	Strategic level support for the E-Business						
6.3							
0.3	Studying of similar business companies involved in E-Business with ERP						
6.4	Further Business Process Re- Moratu	wo Cri I	onko	1			
0.4							
6.5	Additional Customerization to	Dissertati	ons	+			
0.5	Additional Customerization to Component Based ERP						
6.6	Additional Cost Involvement			+			
0.0	7 Additional Cost Involvement						
7	Enabling SCM with ERP						
7.1	Corporate Vision for SCM with ERP						
7.2	Strategic level support for the SCM						
7.2	(Corporate level discussion with Suppliers etc)						
7.3	Studying similar implementation of						
	SCM with ERP						
7.4	Further Business Process Re-						
	engineering						
7.5	Additional Customerization to						
	Component Based ERP						
7.6	Additional Cost Involvement						
8	Enabling CRM with ERP						
8.1	Corporate Vision for CRM with ERP						
8.2	Strategic level support for the CRM						
8.3	(Corporate level interaction with Core Customers etc) Studying similar implementation of						
0.5	SCM with ERP						
8.4	Further Business Process Re-						
0.7	engineering						
8.5	Additional Customerization to						
0.5	A MARIONAL CUSTOMOLIZATION TO	<u> </u>			1		

	Component Based ERP					
8.6	Additional Cost Involvement					
9	Implementation Strategy of E-					
	Business, CRM, SCM with ERP					
9.1	Extending the ERP at once (ie: Considering the E-business, CRM and SCM whole together)	Yes	Phas	se by	Phase	No
9.2	Use of ERP Consultant or Resource	Yes				No
	Person					
9.3	Project leadership (Client Side)					
9.4	Project leadership (Vendor Side)					
9.5	Quality and Knowledge of the Project					
	Team					
9.6	Project Duration Over Run					
9.7	Project Cost Over Run					
9.8	Technological barriers for					
	Implementation					

Section C-Cost and Benefits of the ERP System							
10	Investment as % of Annual Sales		% of Sa	les	Remark	KS	
10.1	Cost of Hardware as % of Annual Sales						
10.2	Cost of Software as % of Annual Sales						
10.3	Cost of Implementation as % of Annual (Training / Consultant fees etc)	Sales Sr	i Lanka	/4			
10.4	Cost of Ownership as % of Annual Sales	Disser	lations				
	(Hardware, Software and Support Maintenance						
	Cost)						
10.5	Additional Cost Implemented in Extended	ing the					
	ERP as % Annual Sales						
11	Return as % of Annual Sales		% of Sa	les	Remark	KS	
11.1	Direct Benefit or Returns that saved bec	ause of					
	ERP System						
12	Payback Period						
12.1	Payback Period	5yrs	4yrs	3yrs	2yrs	1yrs	
12.2	Reduction of Business Cycle	5times	4times	3times	2times	1 times	

	Whether the ROI has been precalculated?	YES	NO	

If ROI has been precalculated, what is the value?

Do you think the ERP implementation is success	YES	NO	
one?			

Any further comments on success/failure of the ERP Implementation?

Any Special ERP Implementation Method applied?

Do you think the Extended ERP implementation	YES	NO	
(E_Business, SCM, CRM) is success one?			

Any further comments on Implementation of E-business, SCM, CRM with ERP?

Any Suggestion to Improve the ROI from ERP System

Name and Designation Company Name:

