

Knowledge integration for ERP implementation success

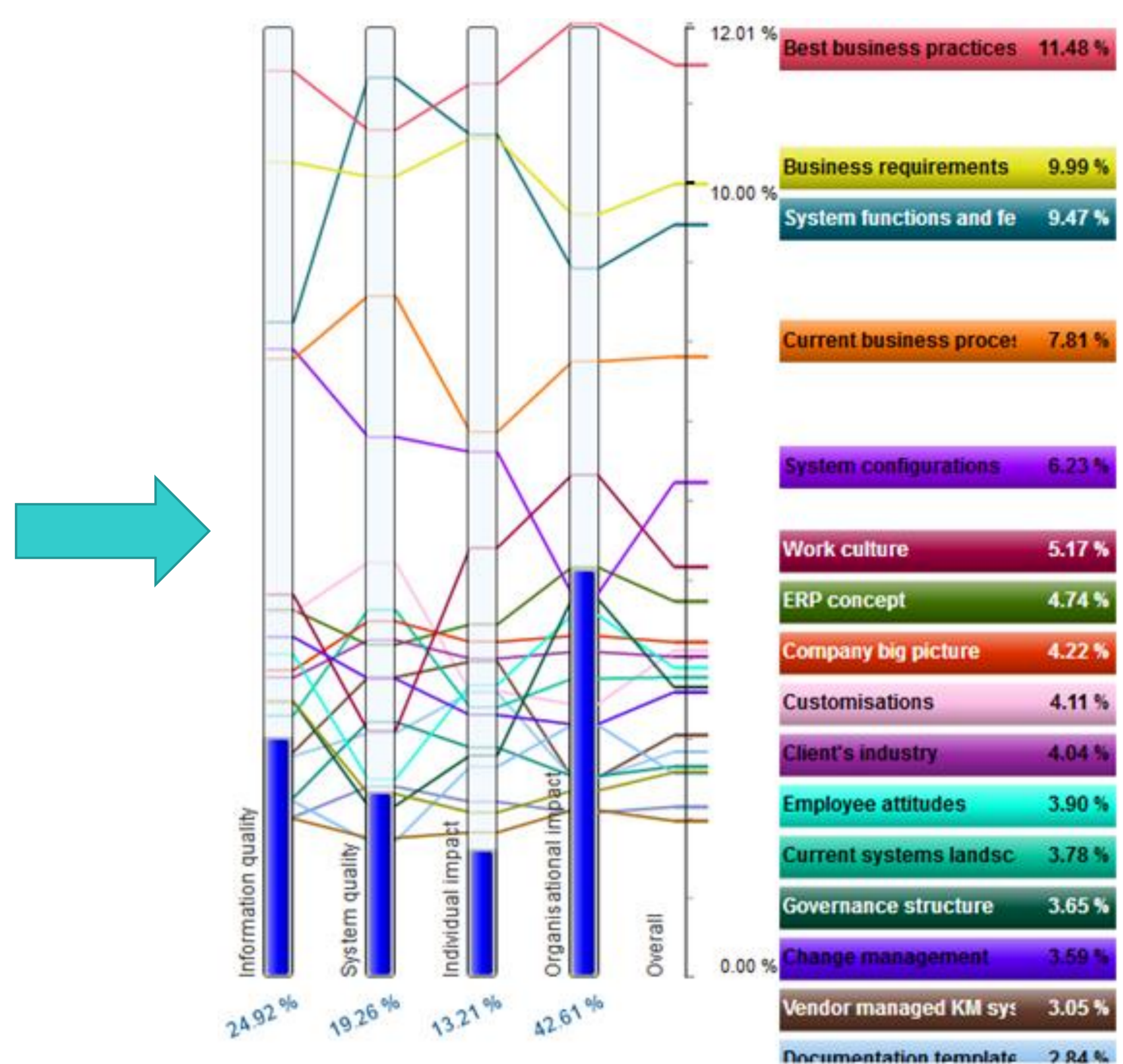
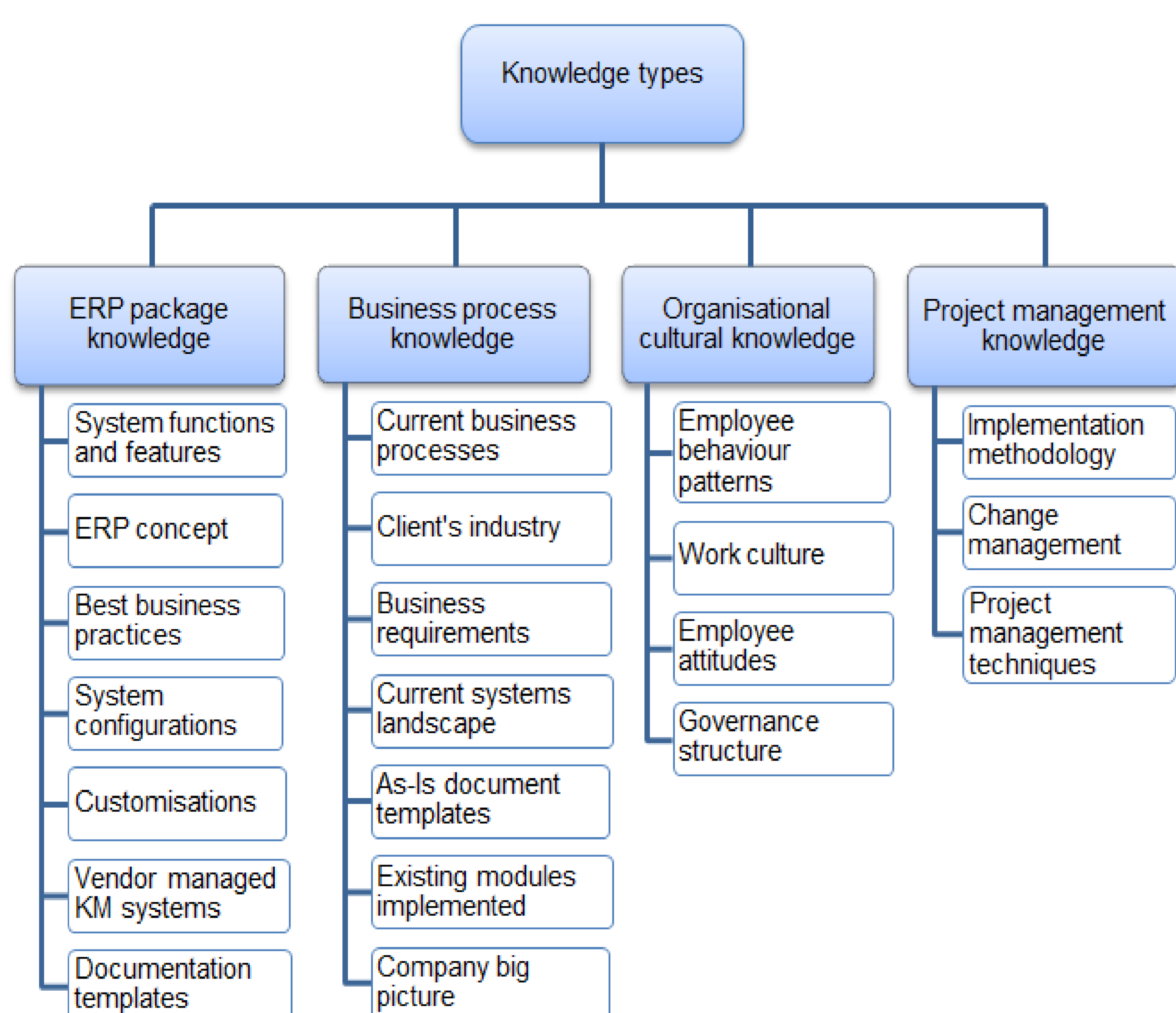
Challenge

To identify and prioritise knowledge required for a successful ERP implementation, addressing:

- knowledge identification
- creation, transfer, retention and application of identified knowledge
- knowledge determinants for knowledge management activities
- knowledge prioritisation based on ERP success variables

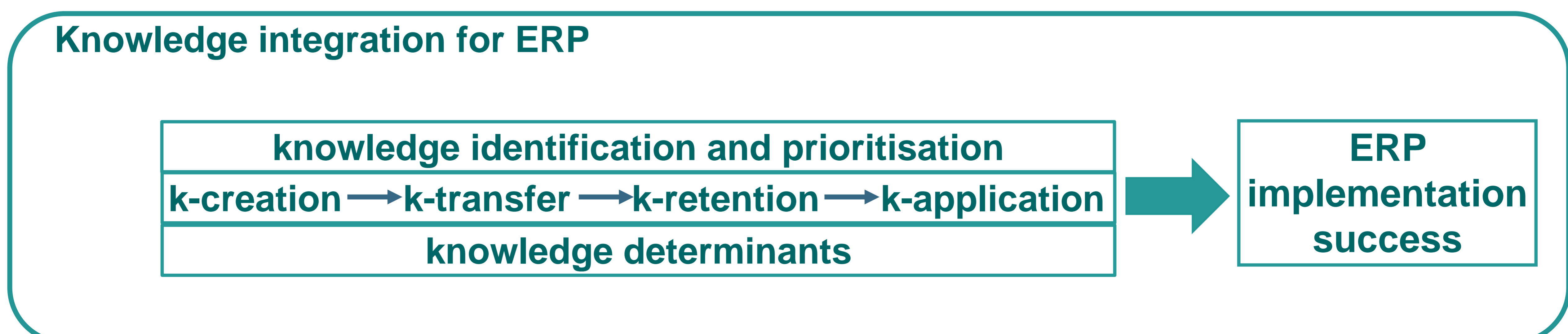
Approach

Through semi-structured interviews with ERP experts and AHP (Analytic Hierarchy Process) based online survey



- knowledge identification → knowledge prioritisation
- KM lifecycle: k-creation → k-transfer → k-retention → k-application
- knowledge determinants for each phase of the KM lifecycle

Benefit



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