ABSTRACT

Owing to the competitive situation of globalization, enterprises are facing the competition and challenges stricter than past decade. The Enterprises not only have accepted the rapid change of market demand but also the shorter product life, so as to survive among the competitors all over the world. The existence of economic activities is for solving supply-demand problem. For the purpose of solving the supply and demand problem, promoting industrial activities, many production management theorems have been developed from past to present. Without information system, these theorems are useless. In order to strengthen the position in the competitive market, most enterprises have started to make plans and investments to implement ERP system. Even if most enterprises in Taiwan have recognized the benefits of implementing ERP system, they are seeking continuously for more efficient way to successfully implement the system. The challenges all the top-levels are facing the problem which is how to adopt ERP system and operate it successfully. Another question is how to deeply enhance company's capability and competitiveness by the effectiveness attributes to this introduction. Therefore, the evaluation of ERP system has been an extremely concerned issue for a long time since it was introduced. This research focuses on the manager, the informatics, and the user performing a questionnaire survey which aims to two main layers of pre-implementation and post-implementation of ERP systems. The purpose of this research aims to conclude and summarize possible key factors which effect pre-implementation and post-implementation of ERP system. Then, taking good control of these factors with a view which integrates enterprise's internal resource and operating ERP system effectively and speedily. Due to the reason of the restricted resource, this paper suggests a consideration of critical key successful factors for these enterprises.

Keywords: Enterprise Resource Planning (ERP)、Critical Success Factors、Questionnaire Process


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