

MARKET RESEARCH
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Title: Customer Satisfaction Survey towards ERP –Enterprise Resource Planning Implementation Status and Success Ratio.

Objectives:

- 1. Current status of the company**
 - a. Brand of ERP System used
 - b. Relevant data related to system-Number of Users, Software Cost and Implementation cost
 - c. Modules Implemented
 - d. External Problems – Internet Bandwidth Problem ,User data entry Problems

- 2. ERP - Strength & Weakness**
 - a. Best Feature
 - b. Worst Feature
 - c. Performance
 - d. Unsolved Problem

- 3. Companies Requirement**

- 4. Previous experience** i.e. ERP Performance-Failures feedback

- 5. ERP's Product Awareness**
---- Projecting as latest Technology awareness

Do you have ERP Software in your organization?.

Yes?

No?

IF YES THEN FILLUP QUESTIONS BELOW.

SEE THINGS OFFERED BY MOBILEERP AND YOU WILL FIND THAT YOU HARDLY HAVE IMPEMEMETED RIGHT ERP IN YOUR ORGANIZATION.

Questionnaire

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Company Name		Email id	
Concern Person			
Designation		Contact No	

1. How will you describe your involvement in ERP implementation ?

- a) I was a decision maker while purchasing ERP
- b) I was a project leader while implementing ERP.
- c) I was responsible for implementation for my department.
- d) I am just the ERP user.
- e) I am not involved in ERP at all.

2. Kindly give us the current ERP System information:

- a) In what year you purchased your ERP ? _____
- b) Brand of ERP used in Your Company _____
 - ❖ Multinational
 - ❖ Excel based
 - ❖ Local vendor
 - ❖ Self-made
 - ❖ Other
- c) Number of users operating ERP: _____
- d) Modules Implemented: _____
- e) Time Required for Implementation: _____
- f) Cost of ERP Implementation: _____
- g) Cost of ERP Software: _____
- h) Cost of ERP AMC: _____
- i) Best Features of the ERP Software
(Any 3) _____

- j) Worst Feature of the ERP Software
(Any 3) _____

3. Why your company chooses current ERP vendor?

- a) Because the vendor has International Brand name
- b) The vendor offered low cost ERP and its Implementation.
- c) The vendor was a local party known to us.
- d) The vendor's ERP Product best suited for our industry.
- e) The vendor was selected based on the feedback of the industry.

4. What are the legacy systems you used other than ERP?

- a) _____
- b) _____
- c) _____

5. What are your ERP Implementation Problems? (Tick)

- a) User data entry Problem
- b) Requirement specification Problem
- c) ERP project management Problem
- d) Internet Bandwidth Problem
- e) No proper IT department was the Problem.

6. Have you implemented following in ERP?

- a) BI-Business Intelligence
- b) ESS-Employee self service
- c) MRP 3- Manufacturing, Material and Financial Planning
- d) CRM-Customer Relation Management
- e) ERP access on web and mobile phones
- f) Avatar technology for voice based Human Alerts
- g) Widgets interface to ERP
- h) E-business interface to your ERP
- i) E-commerce and mobile web site connected to your ERP.
- j) ISO 9000,ISO 27000 ,Six sigma and Balance Scorecard

7. For how much time, ERP vendor provided on-site consultant and programmer for implementation? _____

8. How many ERPs or MIS software failed in your organization before current ERP? Can you please give the names?

9. What was the reason of past ERP failures?

- a) We asked too much customization to ERP vendor for a very small cost and the ERP vendor could not deliver.
- b) We could not provide the master data in time and the project was delayed and the ERP vendor lost interest due to delayed payments.
- c) After the delivery of ERP software users did extensive testing and asked for unlimited modifications resulted failure of ERP.
- d) Non-active IT department in company could not provide proper support to users and ERP vendor resulted in ERP failure.
- e) Weak top management involvement and Weak follow up to users for data entry resulted into failure in ERP.
- f) Not invested properly in vendor ERP Implementation persons and IT department persons resulted in failure of ERP.