Enterprise Resource Planning – The Soft Skills for Managerial Success

Course Duration: Full Course: 32 – 40 hours / Shorter version: 6-10 hours

By Prem Kamble

Introduction

It is important for all managers to be tech savvy today when all businesses are driven by technology. The key to success for business managers is how effectively they use technology for improving efficiency, cutting cost and providing innovative services to both internal and external customers. Today a manager needs to know not only about the technology and its application in business, but also how to pull the right strings to successfully steer the technology/ERP implementations in his or her department. The manager needs to successfully manage the people and their behaviour under the change created by IT. It is the manager who has all the right and wrong strings in the hands. You do not need to go far to hear stories of ERP failures.

Whatever be their functional specialization, this course brings to the budding managers just that what they need to know to become effective managers in their chosen field. After all, no business or department is run without IT making a significant contribution.

This course not only makes you proficient in understanding automated business processes using ERP, but also makes you aware of the technological, organizational, behavioural and psychological issues in making ERP a success, and thereby ensure your own success and growth in organizations.

The course will consist of Lectures, discussions and exercises.

Contents

Part I: Background and Evolution of ERP

History of Piecemeal development and standalone systems, the problems faced and the remedial actions taken as afterthoughts leading to evolution of ERP

Part II: Business Process Re-engineering

What is BPR, Need for BPR, Advantages of BPR

Part III: Business Management of ERP

Selection, Steps of Implementation, Organization and Team Components, Roles and responsibilities for Key participants, Cultural Change and People Issues in Technology, Managing the Change, Key Factors of Success and Failures, What All top managers should know about managing ERP

Part IV: Management of Change

Part V: Future Trends and Wish list

References

1. Enterprise Resource Planning (ERP): The Dynamics of Operations Management by Avraham Shtub
2. Modern ERP: Select, Implement & Use Today's Advanced Business Systems by Marianne Bradford
3. Enterprise Resource Planning Systems System, Lifecycle, Electronic Commerce and Risk by Daniel E.O. Leary
4. ERP:Making It Happen: The Implementers' Guide to Success with Enterprise Resource ERP tools techniques and applications for integrating the supply chain by Carol A. Ptak, Eli Schragenheim

About Prem Kamble

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Prem Kamble is a Management and IT Consultant. He is an expert in People, Processes and Technology Last he was Vice President and Head of Global Software Infrastructure for Sutherland, a multinational BPO. He has been a CIO for over 20 years in manufacturing and service companies and also worked as Software Delivery Head in SEI CMM Level 5 companies.

He has a bachelor's degree in Engineering from IIT, Bombay and post-graduate degree in Management from IIM, Calcutta. He has passed Advanced Management course called "Energo Cybernetic Strategy" (EKS) with flying colours from a German Institute. He has also attended self-development programs like Est, Forum, Advanced Course, SELP (Self Expression & Leadership Program), etc. organised by Landmark Education Foundation, USA which have helped him to develop a broader outlook and a different way of thinking.

As Software Delivery Head in DSQ, he had a record breaking performance of delivering all projects on time, to-spec and to the utmost delight of the customer. His other achievements were highest repeat orders and highest resource utilisation. As Head of IT in companies, he has been extremely successful in developing and implementing computerized systems in the toughest of situations. He attributes these successes to his close understanding of the Managers' expectations and fears, and an equally good 'finger-on-the-pulse' of the technology folks to motivate them to give their best.

Apart from a very strong technology background from IIT, he is a very practical, people oriented and process oriented manager with eyes firmly on business benefits. He has been a student throughout his career and has been taking notes on all aspects of the work that he did. These notes have been the basis of his analysis, thinking and writings in his articles and blogs. His writings on diverse topics like technology, management, psychology and spirituality show very deep, intuitive and original thinking. . He brings the same originality to his seminars and workshops, which bring new insights straight based on deep analysis of experiences on ground zero, not based on books and journals.

He has published articles on InfoTech management in the country's leading magazines. Most of the articles display an 'out-of-the-box' thinking and a knack to see what is not so obvious. He has also written on psychology and spirituality. He has authored a book titled "God in Two Minutes", which is a "Scientific" analysis of God and Religion. Though these areas of IT Management, Psychology and Spirituality may seem to be poles apart, Prem believes that they are actually very closely related - both are a study into the human psychology of change. You can find most of his articles on the net by searching on "Prem Kamble" or "Mentomatics", a word he has coined. Google search on "Mentomatics" shows references only to his work.

Credentials and Articles

Profile & Credentials: www.prem.cu.cc/profile
Success Stories (Real life cases):   http://pukamble.tripod.com/success
Strengths: http://pukamble.tripod.com /strengths
Blog :   www.bestthinking.com/thinkers/premkamble
Other Articles on IT Management: http://pukamble.tripod.com /it
Seminar for Top Managers: http://pukamble.tripod.com /seminars
Published eBook "God in Two Minutes":   www.amazon.com/dp/B005RQCBNQ

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