

2.1 Top Management Support The top management support has been identified as the most important factor for the overall success of ERP implementation. There is a connection between the organizational culture, change management, user involvement and education with the ERP implementation success. For instance, setting up a steering committee to communicate and engage with the project team and employees to ensure the relevant ERP project is in the right direction and scope. The change management in an organization should not be only focusing on the training of individuals for the ease of transition and acceptance by the users, it should also focus on future considerations for overall culture of the organization. Top management should justify the investment of ERP system by providing the necessary resources and adequate time for the organization to adapt to ERP system.