Continuous Improvement with ERP Metrics Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's hyper-competitive global landscape, Operational Excellence is not merely a goal but a requirement for survival and Sustainable Growth. This intensive training course, Continuous Improvement with ERP Metrics, provides the critical bridge between theory and Data-Driven Decision-Making. Continuous Improvement with ERP Metrics Training Course focuses on leveraging your Enterprise Resource Planning (ERP) system the digital backbone of your organization as a powerful engine for identifying and eliminating process waste. Participants will master the art of translating raw ERP transactional data into actionable Key Performance Indicators (KPIs), driving successful Business Transformation and maximizing Return on Investment (ROI) in technology assets. We emphasize practical application, ensuring immediate impact on efficiency, cost reduction, and quality across the entire value chain.

This program moves beyond basic ERP functionality to focus on advanced Process Optimization using Real-Time Data and established CI Methodologies like Lean Six Sigma and Kaizen. The core of the course is equipping professionals with the skills to audit, analyze, and control processes, ensuring System Integrity and user adoption. By deeply understanding how core ERP modules generate performance metrics, attendees will learn to pinpoint Bottlenecks and champion organizational change. This course is your catalyst for fostering a robust Continuous Improvement Culture, ensuring your organization maintains a competitive edge and achieves measurable, quantifiable improvements in Operational Efficiency and overall Business Agility.

Programme Curriculum

Continuous Improvement with ERP Metrics Training Course.

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Course Duration

5 days

Course Objectives

Upon completion of this course, participants will be able to:

1. Define and establish a Continuous Improvement Framework aligned with ERP system capabilities.
2. Identify and map critical End-to-End Business Processes within the ERP environment.
3. Translate strategic business goals into measurable ERP Key Performance Indicators (KPIs).
4. Master the application of DMAIC (Define, Measure, Analyze, Improve, Control) using ERP data.
5. Conduct an ERP Data Audit to ensure the integrity and reliability of performance metrics.
6. Implement Lean Principles and Value Stream Mapping within an ERP-driven process context.
7. Analyze core ERP module metrics (Supply Chain, Finance, Manufacturing) to detect Process Bottlenecks.
8. Develop robust ERP Dashboards and Reporting Tools for real-time performance monitoring.
9. Lead Change Management initiatives for successful, technology-enabled process improvements.
10. Calculate and demonstrate the Return on Investment (ROI) of process improvement projects using financial ERP data.
11. Apply Root Cause Analysis (RCA) techniques to solve chronic process issues highlighted by ERP metrics.
12. Leverage Predictive Analytics and ERP historical data for proactive risk mitigation and forecasting.
13. Foster an organization-wide Continuous Improvement Culture driven by data and user adoption.

Target Audience

1. Continuous Improvement Managers/Specialists
2. ERP System Owners/Administrators
3. Business Analysts
4. Operational Excellence Leaders

5. Departmental Managers
6. IT/IS Steering Committee Members
7. Project Managers
8. Financial Controllers/FP&A Analysts

Course Modules

1. Foundations of Continuous Improvement & ERP Synergy

- Defining Continuous Improvement and its relationship to Digital Transformation.
- Understanding the role of ERP as the CI data source and process enforcement tool.
- Introduction to CImethodologies.
- Mapping End-to-End Business Processes within the ERP landscape.
- Case Study: Analyzing how a global manufacturer used their ERP's master data to launch a Lean initiative, reducing inventory holding costs by 15%

2. Defining and Measuring ERP Metrics (The "M" in DMAIC)

- Key Performance Indicator (KPI) selection and alignment with strategic goals.
- Distinguishing between Process Metrics, Transactional Metrics, and Outcome Metrics.
- Data Integrity and Master Data Management (MDM) in the context of reliable reporting.
- Establishing Baselines and Target Setting using current ERP performance data.
- Case Study: Developing a "Perfect Order Fulfillment" KPI using data from ERP's Sales and Warehouse modules to benchmark performance across regions.

3. Analyzing ERP Data for Process Bottlenecks (The "A" in DMAIC)

- Techniques for Value Stream Mapping and identifying Non-Value-Added Activities using ERP transaction timestamps.
- Applying Root Cause Analysis (RCA) to chronic process deviations identified in ERP reports.
- Leveraging ERP reporting tools for Data Visualization and drill-down analysis.
- Statistical tools for CI.
- Case Study: RCA of a consistently late "Purchase-to-Pay" cycle, revealing a hidden three-way match process bottleneck in the ERP's finance approval workflow.

4. Improving Processes with ERP Configuration (The "I" in DMAIC)

- Principles of Process Reengineering and optimization using existing ERP functionality.
- Utilizing System Customization judiciously for improvement, not complexity.
- Implementing Low-Code/No-Code automation within the ERP for repetitive tasks.
- Developing and piloting process improvements based on ERP test environments and sandboxes.
- Case Study: Automating the invoice processing workflow in the ERP's AP module using RPA and workflow logic, resulting in a 30% reduction in processing time.

5. Controlling and Sustaining Gains (The "C" in DMAIC)

- Implementing ERP-based Control Plans to lock in process gains and prevent backsliding.
- Developing Real-Time Dashboards and Automated Alerts for continuous monitoring.
- Structuring an ERP Continuous Improvement Steering Committee and governance model.
- User Training and Documentation strategies for new, optimized ERP processes.
- Case Study: Establishing a quarterly ERP metric review cycle to manage Inventory Accuracy KPI, maintaining a 99% target for over two years.

6. CI in Core ERP Modules: Supply Chain & Manufacturing

- Inventory Turnover, On-Time-In-Full OTIF, and Cycle Time.
- Optimizing Material Requirements Planning MRP and production scheduling for efficiency.
- Applying Lean concepts through ERP configuration and tracking.
- Using ERPdata to drive Supplier Performance Management.
- Case Study: A logistics firm used ERP's SCM and WMS modules to reconfigure their warehouse layout and picking routes, increasing daily throughput by 20%.

7. CI in Core ERP Modules: Financial & Sales

- Days Sales Outstanding (DSO), Cost of Goods Sold (COGS), and Budget Variance.
- Streamlining the Order-to-Cash and Record-to-Report cycles.
- Leveraging ERP for accurate Cost Allocation and profitability analysis.
- Integrating CRM and ERP data for improved Sales Forecasting Accuracy.
- Case Study: A retailer lowered their DSO by 10 days by redesigning their credit-and-collections workflow and integrating automated reminders within their ERP AR module.

8. Leadership, Agile & The Future of CI with ERP

- Strategies for leading an ERP-driven Change Management program.
- Adopting Agile and Scrum methodologies for CI project execution.
- The impact of AI, Machine Learning, and IoT on future ERP CI processes.
- Developing a multi-year Continuous Improvement Roadmap for ERP optimization.
- Case Study: Implementing a cross-functional CI Center of Excellence to standardize ERP best practices, leading to a 15% increase in user adoption across all departments.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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