Measuring ERP Adoption and User Satisfaction 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

Enterprise Resource Planning (ERP) systems are the backbone of modern organizations, integrating processes across finance, operations, HR, and supply chain. However, successful ERP implementation is not only about technology deployment it relies heavily on user adoption and satisfaction. Measuring ERP adoption and user satisfaction is essential to ensure ROI, enhance operational efficiency, and drive organizational growth. Measuring ERP Adoption and User Satisfaction Training Course equips professionals with practical tools, analytics frameworks, and actionable strategies to evaluate ERP usage, improve user engagement, and foster continuous improvement.

In today's data-driven business landscape, organizations require measurable insights to optimize ERP investments. This course leverages trending ERP adoption metrics, user behavior analytics, satisfaction surveys, change management techniques, and predictive analytics. Participants will gain hands-on experience in assessing adoption rates, identifying bottlenecks, and designing interventions to enhance user experience and system utilization. By bridging technology, people, and processes, the course empowers professionals to transform ERP from a software solution into a strategic organizational asset.

Programme Curriculum

Measuring ERP Adoption and User Satisfaction Training Course

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Course Duration

5 days

Course Objectives

By the end of this training, participants will be able to:

1. Analyze ERP adoption trends using data-driven metrics.
2. Conduct comprehensive user satisfaction surveys.
3. Identify ERP usage gaps and bottlenecks.
4. Apply change management strategies for higher adoption.
5. Utilize behavioral analytics to track user engagement.
6. Measure ROI of ERP implementations effectively.
7. Develop actionable adoption improvement plans.
8. Benchmark ERP adoption against industry standards.
9. Integrate predictive analytics for adoption forecasting.
10. Optimize training programs based on user feedback.
11. Implement real-time monitoring dashboards for ERP usage.
12. Enhance cross-functional collaboration through ERP insights.
13. Design continuous improvement frameworks for ERP systems.

Target Audience

1. ERP Project Managers
2. Business Analysts
3. IT Managers
4. Change Management Professionals
5. HR and Training Specialists
6. Operations Managers
7. ERP Consultants
8. Organizational Development Leaders

Course Modules

Module 1: Introduction to ERP Adoption & User Satisfaction

- Importance of ERP adoption for ROI
- Understanding user satisfaction metrics
- ERP adoption lifecycle
- Common adoption challenges

- Case Study: ERP adoption issues in a global manufacturing company

Module 2: Metrics and KPIs for ERP Adoption

- Adoption rate calculation methods
- User engagement metrics
- System utilization reports
- Benchmarking ERP adoption
- Case Study: KPI-driven ERP optimization in retail

Module 3: Survey Design & User Feedback Techniques

- Designing effective satisfaction surveys
- Feedback collection methods (digital, offline)
- Likert scale & Net Promoter Score (NPS)
- Analyzing survey results
- Case Study: Improving user satisfaction in healthcare ERP

Module 4: Behavioral Analytics for ERP Users

- Tracking user interactions and system usage
- Identifying patterns of resistance
- Predictive analytics for adoption forecasting
- Leveraging dashboards for decision-making
- Case Study: Data-driven adoption strategies in logistics

Module 5: Change Management & Adoption Strategies

- Organizational change frameworks
- Communication & training plans
- Overcoming resistance to ERP adoption
- Incentives and gamification for users
- Case Study: Successful ERP change management in finance

Module 6: Training Optimization Based on Feedback

- Aligning training with user needs
- Measuring training effectiveness
- Microlearning and e-learning strategies
- Continuous training improvement
- Case Study: Training-driven adoption increase in retail

Module 7: Real-time Monitoring & Reporting

- Dashboards for ERP adoption metrics
- Alert systems for low adoption
- Reporting frequency & formats
- Integration with BI tools
- Case Study: Real-time monitoring in a telecom ERP system

Module 8: Continuous Improvement & ERP Strategy Alignment

- Post-implementation review techniques

- Continuous improvement frameworks
- Linking adoption to business outcomes
- Strategic alignment with organizational goals
- Case Study: ERP optimization roadmap in a manufacturing firm

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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