

LEARNINGS FROM MY ERP EXPERIENCE



KEY ELEMENTS
OF A GREAT
PROJECT KICK-OFF

Clearly defined success criteria

ERP projects fail when teams aren't aligned on the 'why'.

Determine the business outcomes that define success beyond go-live.

Efficiency gains? Standardisation?
Growth enablement?

Set the vision from day one.



Executive sponsorship and visible leadership

A strong sponsor doesn't just
approve budgets ...
they champion the project,
remove roadblocks,
and keep teams focused on strategic
priorities.

Their engagement should be active, not
passive.



Roles, responsibilities and decision-making framework

Who makes the tough calls?

Who owns key processes?

Who drives business readiness?

Defining governance early prevents bottlenecks and confusion later.



A practical and realistic roadmap

A kick-off should establish a clear plan;
not just dates.

Milestones that ensure
business readiness,
change management,
and testing ...

need to be embedded in the journey.



Business and IT alignment

Your ERP programme isn't just an IT initiative.

If business leaders and process owners aren't actively engaged from the start ... expect misalignment and resistance later.

Involve all stakeholders in the kick-off



Early focus on change management

The real challenge isn't implementing software, it's driving adoption.

A strong kick-off should reinforce how the business will be supported through change, training, and new ways of working.

Ensure a session on change, expectation setting, is included in the kick-off



Early focus on change management

ERP projects are complex, and surprises derail progress.

Setting expectations for open communication, risk management, and issue escalation builds trust and ensures smoother execution.

Build in time to address any concerns.



Next steps

Follow me on Linked In to find out more about my learnings and application of principles from over 25 years of ERP based transformation

Let me know your thoughts

Contact via LI DM or at dajcs.co.uk for further advice or assistance

