Metric Suite for Assuring the Quality of ERP Implementation and Development

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Abstract—Success of ERP implementation and development relies heavily on careful and accurate measurement of quality goals identified as part of the quality assurance and quality control exercise. A recent report published by Gartner Research revealed that organizations usually measure the effectiveness of ERP implementation and development in terms of time and budget than other factors such as quality of process, quality of product, and stability of requirements. In this paper we provide details of the metric suite designed by the third party Quality Assurance consultant to improve the outcome and help to accomplish successful completion of ERP project launched by the Ministry of Education, Saudi Arabia. The paper provides details of the quality goals, metrics selection criteria and metric suite defined for the purpose of assuring and controlling quality of the ERP implementation and development. This will serve as a source of knowledge for the researchers to refine and practitioners to identify their own quality goals and resulting metric suite based on their business needs and implementation environment.

Key words—ERP, ERP quality goals, metric suite, metric selection criteria