

ABSTRACT

Effective business strategy centered on the use of information technology efficiently and aggressively. Therefore uphill ERP system into the core of information management and organizational backbone (Nash, 2000a, b). Successful ERP system will streamline processes and improve effectiveness within the company as a whole, and simultaneously provide a means to boost the performance of the external competitive, improve customer response and can be used as supporting strategic initiatives (Sandoe et al., 2001). Expectations for profits this is an interesting company to the MRP system. This study aims to examine and analyze the extent of change management, support management and implementation team roles affect the success of ERP implementation. In addition to research and analyze the effect of of ERP implementation success of competitive advantage. The sample used as many as 100 respondents with data analysis using SEM. Based on the results of data analysis concluded that the management change, management support and implementation team have a positive role towards the success of ERP implementation. Similarly, the successful implementation of ERP has positive influence on competitive advantage.

Keywords: change, management support, the role of the ERP implementation team, the successful implementation of ERP, competitive advantage.