

THE ROLE OF TOP MANAGEMENT IN THE PROCESS OF IMPLEMENTING ERP SYSTEMS

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Abstract

The model for this research paper was developed through a multi-disciplinary approach to combinatorics, theory of decision-making and project management. In this comprehensive research, on a representative sample of Serbian companies, the process of adoption and use of ERP systems was investigated and analyzed, as well as the identification of the reasons for implementing those systems through: comprehensive systematic review of the relevant literature and comparative presentation of preliminary results of the representative companies response, review of possible changes in the repeated introduction of ERP, the study of the role and dedication of top management regarding project management of ERP systems implementation in Serbia.

Key words: Critical success factors (CSF), ERP, ranking, implementation, research
