10 Sure Ways to Fail
(and how to avoid them)

With more than 20 years of experience implementing, integrating, and customizing ERP for life science manufacturers, we've learned to spot the warning signs for an implementation FAIL.

Here's what we look for and correct before we ever begin an implementation.

No dedicated PM.
This is probably the #1 reason ERP projects fail. Don't think you can get by without one. A strong PM with the bandwidth to shoulder this critical and heavy workload is imperative.

1

No steering committee.
A steering committee's responsibility doesn't end with software selection. Be sure they have continued involvement and support of the project.

2

No dedicated SMEs.
Your subject matter experts may come from operations, quality, compliance or any other impacted area. Most importantly, ensure they have TIME to dedicate and FOCUS on the project. Empower them to make decisions and take ownership of the new system.

3

Assuming "out-of-the-box" is good enough.
Your entire company needs to operate with the new solution, so it's critical to adopt a solution designed specifically for the rigorous demands of biopharma business processes.

4

No plan for change management.
Change is not easy. Many of us are hardwired to resist it and resistance is often the biggest impediment to success. Identify your Change Agent to lead the charge.

5

Waiting too long to test.
When it comes to testing, start early and continue until the last moment. Wait to test and you'll likely end up with something no one understands and no one wants to use.

6

Delaying data migration.
Dirty or incomplete data is one of the main culprits for go-live delays. Regardless of the size of your database, data migration ALWAYS takes more time than planned.

7

Inadequate or unrealistic time estimates.
Having a positive outlook is good, but a realistic one is even better. There's no room for procrastination here, so take those milestones and due dates seriously.

8

Insufficient end-user training.
No doubt you have smart people that will learn quickly, but a best practice is to give them sufficient time to learn the new system. Remember those SMEs? This is where their advocacy and leadership really kick in.

9

Waiting to figure out the validation plan.
What's the status of your SOPs? Are there gaps? How will you work with a validation partner to test the system? Is your quality team on board? These and many other decisions must happen early in the process if you want the system to be validated ONE time, successfully.

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