

IMPACT OF ENTERPRISE RESOURCE PLANNING SUPPLY CHAIN MANAGEMENT ON BUSINESS PERFORMANCE IN THE DISTRIBUTION INDUSTRY OF KARACHI

BY

HASSAN AHMED

60483

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Abstract

Purpose: The outline of this study reflects the effect of Enterprise Resource Planning and Supply Chain Management on Organizational Performance in distribution industries of Karachi. This practice is actually performed by System Quality, Information Quality, System Use, User Satisfaction, Individual Impact, Organizational Impact, Operational Process, Planning & Control Process and Consumer & Relationship Process.

Design/Methodology/Approach: Our research and study is specially based on deductive method. We used quantitative method to gather and examine the data. We received 287 responses from the employees of distribution industry via E-mail, WhatsApp and LinkedIn.

Findings: By using the ERP system in a proper way it makes the organization efficient. In order to enhance the performance of organization and SCM than it is very necessary to implement the ERP system. ERP and supply chain management have significant effects on OP and ERP has significant effect on SCM.

Limitations: Due to Covid-19 pandemic it was very difficult for us to collect the desired sample data because we were restricted to collect the data only through WhatsApp, Email and LinkedIn.

Keywords: System, supply chain, performance, implementation, distribution.

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