

ABSTRACT

XYZ Company is a manufacture company that produce cluster instrument. They deal with hundreds vendors, handle thousands items, and uses at least four different currencies. The business process is handled manually neither with enterprise system nor information system. ERP System can be a solution of its problem. Thus, different departments in the company are integrated and synchronized, business process is streamlined and standardized, database is centralized, and human error is decreased. This research focuses on Microsoft Dynamics AX 2009 Trade and Logistic module as a solution that will be implemented to handle purchasing, sales, and inventory control management.

This research only focus on how Microsoft Dynamics AX 2009 will be implemented from Application Consultant by using Sure Step 2010 methodology that combined with Critical Success Factor (CSF) to identify how success the implementation goes. Sure Step 2010 consists of six main phases and the CSF is included into it.

The results show that the implementation solves some problems; however it doesn't succeed in particular problems. CSF analysis generates several suggestions for the next implementation.

Keywords: Enterprise Resource Planning (ERP), Critical Success Factor (CSF), Microsoft Dynamics AX 2009, Sure Step 2010.