Title: Measures of success in projects implementing enterprise resource planning

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Abstract: The purpose of this research is to examine the existing literature of enterprise resource planning (ERP) system implementation, provide a systematic compilation of success measures, and develop a full taxonomy of success measures to assess ERP system implementation projects. This study compiled literature that highlighted possible references to success measures for ERP implementation projects. Since the intention of this study is to reach a depth of understanding of the various success measures already recognised by other researchers, 'content analysis' was used as an appropriate methodology. By analysing all success measures mentioned in literature, taxonomy of ERP implementation success measures was developed. Eleven success measures were identified, which is then categorised into four main categories. Literature was collected from selected databases and journals from 1999 to 2010. This study is significant because the taxonomy helps us to organise our knowledge. The taxonomy can facilitate researchers to make their search easier by assigning success measures to a category and defining relationships between those categories. The output of this research will help future researchers to enhance detection of related studies in the literature review phase of their work.

Keywords: implementation success; content analysis; taxonomy; enterprise resource planning; ERP implementation; literature review.