



LM195: ERP/Systems Competence: Understanding, Interpreting & Using System Reports Effectively

Training Description:

Modern organizations rely on Enterprise Resource Planning (ERP) systems and other business applications to manage finance, procurement, inventory, operations, human resources, sales and customer service. However, the true value of these systems lies not only in data collection but also in the ability of employees to understand, interpret, analyze and utilize system-generated reports for informed decision-making.

This ERP/Systems Competence program equips participants with the practical knowledge and analytical skills required to confidently navigate ERP systems, interpret business reports, validate data accuracy, identify performance trends, and transform operational information into actionable business insights.

The training course focuses on report interpretation rather than system configuration, making it suitable for users across different ERP platforms such as SAP, Oracle ERP, Microsoft Dynamics 365, Odoo, Infor, Sage, JD Edwards, IFS and other enterprise business systems. Through practical exercises, case studies, dashboards, KPI analysis and reporting workshops, participants will learn how to maximize the value of system-generated information in their daily work.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the role and structure of ERP systems within an organization
- ✓ Navigate ERP modules and identify how business transactions generate reports
- ✓ Interpret operational, financial, procurement, inventory, HR and sales reports accurately
- ✓ Evaluate report accuracy and identify inconsistencies in system-generated information
- ✓ Analyze KPIs and dashboards for performance monitoring
- ✓ Use ERP reports to support planning, forecasting and business decisions
- ✓ Develop confidence in presenting data-driven recommendations
- ✓ Improve collaboration between business users and ERP/system administrators
- ✓ Apply report interpretation techniques for continuous operational improvement
- ✓ Utilize ERP reports for compliance, audit readiness, and performance management

Training Designed for:

This training course is intended for Business Professionals, Department Managers, Team Leaders, Supervisors, Finance Officers, Procurement Professionals, Supply Chain Personnel, Warehouse Staff, HR Professionals, Sales & Marketing Teams, Operations Personnel, Administrative Staff, Internal Auditors, Business Analysts, Project Coordinators, ERP End Users, MIS Personnel, Decision Makers and Anyone responsible for interpreting system-generated reports.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

ERP FUNDAMENTALS AND BUSINESS PROCESS UNDERSTANDING

- ❖ **Module 1: Introduction to ERP Systems**
 - What is an ERP system?
 - Evolution of enterprise systems
 - Common ERP platforms
 - ERP architecture overview
 - Cloud vs. On-premise ERP
- ❖ **Module 2: Business Processes within ERP**
 - Finance
 - Procurement
 - Inventory
 - Sales
 - Human Resources
 - Manufacturing
 - Customer Service
- ❖ **Module 3: Data Flow Across ERP Modules**
 - Transaction lifecycle
 - Master data vs transaction data
 - Integration between departments
 - Information flow mapping
- ❖ **Module 4: Understanding ERP Reports**
 - Standard reports
 - Custom reports
 - Dashboards
 - Operational reports
 - Management reports
 - Analytical reports
- ❖ **Practical Exercises:**
 - Identifying reports generated from different business transactions
 - Mapping reports to business processes

DAY TWO:

READING AND INTERPRETING ERP REPORTS

- ❖ **Module 1: Report Structures**
 - Headers
 - Filters
 - Parameters
 - Tables
 - Graphs
 - Drill-down functionality
- ❖ **Module 2: Financial Report Interpretation**

- General Ledger reports
- Trial Balance
- Profit & Loss
- Balance Sheet
- Cost Center reports
- Budget reports
- ❖ **Module 3: Procurement Reports**
 - Purchase Orders
 - Vendor Performance
 - Purchase Requests
 - Spend Analysis
 - Delivery Status
- ❖ **Module 4: Inventory Reports**
 - Stock Availability
 - Inventory Aging
 - Stock Movement
 - Reorder Reports
 - Warehouse Utilization
- ❖ **Practical Exercises:**
 - Reading ERP reports
 - Identifying reporting errors
 - Comparing report outputs

DAY THREE:

BUSINESS INTELLIGENCE, KPIS, AND PERFORMANCE REPORTING

- ❖ **Module 1: ERP Dashboards**
 - Executive dashboards
 - Operational dashboards
 - Department dashboards
 - Interactive reporting
- ❖ **Module 2: Key Performance Indicators (KPIs)**
 - Financial KPIs
 - Procurement KPIs
 - Inventory KPIs
 - Sales KPIs
 - HR KPIs
 - Operations KPIs
- ❖ **Module 3: Trend Analysis**
 - Historical analysis
 - Comparative reporting
 - Variance analysis
 - Forecasting using reports
- ❖ **Module 4: Business Intelligence Concepts**
 - Data visualization

- Business analytics
- Reporting tools
- Self-service reporting
- ❖ **Practical Exercises:**
 - KPI interpretation exercises
 - Dashboard analysis
 - Trend identification

DAY FOUR:

DATA ACCURACY, DECISION-MAKING AND REPORTING EXCELLENCE

- ❖ **Module 1: Data Quality Management**
 - Data integrity
 - Duplicate records
 - Missing information
 - Data validation
 - Common reporting errors
- ❖ **Module 2: Report Verification**
 - Cross-checking information
 - Reconciling reports
 - Identifying inconsistencies
 - Root cause analysis
- ❖ **Module 3: Decision-Making Using ERP Reports**
 - Operational decisions
 - Financial decisions
 - Procurement planning
 - Inventory optimization
 - Resource allocation
- ❖ **Module 4: Audit and Compliance Reporting**
 - Internal controls
 - Audit trails
 - Compliance reporting
 - Regulatory reporting
 - Documentation standards
- ❖ **Practical Exercises:**
 - Solving business problems using ERP reports
 - Data validation exercises
 - Audit report review

DAY FIVE:

ADVANCED REPORTING, BUSINESS IMPROVEMENT AND ACTION PLANNING

- ❖ **Module 1: Advanced Report Analysis**
 - Cross-functional reporting
 - Consolidated reports
 - Exception reporting
 - Predictive insights

- Executive summaries
- ❖ **Module 2: Communicating Report Findings**
 - Presenting reports effectively
 - Storytelling with data
 - Executive reporting techniques
 - Visual presentation of business information
- ❖ **Module 3: Continuous Improvement Using ERP Reports**
 - Process improvement opportunities
 - Performance monitoring
 - Continuous KPI review
 - Operational excellence
- ❖ **Module 4: Building a Reporting Culture**
 - Best practices
 - Collaboration between departments
 - Report governance
 - Reporting standards
- ❖ **Final Exercises:**
Participants will work in teams to:
 - Analyze a comprehensive ERP case study
 - Interpret reports from multiple business functions
 - Identify operational issues and risks
 - Develop recommendations based on report findings
 - Present findings to a mock executive management panel
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
 - Interactive lectures
 - ERP report demonstrations
 - Practical workshops
 - Business simulations
 - Case studies
 - Hands-on report analysis
 - Dashboard interpretation exercises
 - KPI review sessions
 - Individual and team presentations
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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