

1. Getting Acquainted with Business Functions, Business Processes, ERP and Business Management

- 1.1 Revaluation from Business Functions to Business Processes
- 1.2 ERP and Business Management

2. Focus on ERP

- 2.1 ERP in Historical Perspective
- 2.2 ERP II, or Extended ERP
- 2.3 Pros and Cons of ERP
- 2.4 Vendors of ERP Systems

3. Microsoft Dynamics NAV 2009

- 3.1 General Introduction to Dynamics NAV 2009
- 3.2 Role Tailored Client
- 3.3 Classic Client
- 3.4 Some Principles
- 3.5 Add-ons and Industry Solutions
- 3.6 Training and Education

4. Marketing and Sales Process: O2C-Cycle

- 4.1 Customer
- 4.2 Sales Process (O2C-Cycle)
- 4.3 Marketing
- 4.4 Customer Relationship Management
- 4.5 Analyses

5. Supply Chain Management, Purchasing process & Warehouse Process: P2P-Cycle

- 5.1 Vendor and Item
- 5.2 Purchasing Process (P2P-Cycle)
- 5.3 Other Purchasing Processes
- 5.4 Warehouse Process
- 5.5 Supply Chain Management
- 5.6 Analyses

6. Supply Chain Management and Production Process

- 6.1 Item: Material and Finished Product
- 6.2 Different Types of Production Processes
- 6.3 The Production Process
- 6.4 Research and Development and Product Life Cycle
- 6.5 Product Configurator
- 6.6 Service Management
- 6.7 Analyses

7. Financial Management and Controlling process

- 7.1 Financial Management
- 7.2 Registrations Into the G/L From Other processes
- 7.3 Money Transfers
- 7.4 Corporate Governance, External and Internal Financial Reporting
- 7.5 Reporting and Business Intelligence
- 7.6 Controller and ERP
- 7.7 Participations and Intercompany Transactions
- 7.8 Segregation of Duties, Roles and Authorization
- 7.9 Fixed Assets

8. Human Resource Management

- 8.1 Master Data HRM
- 8.2 Recruitment, Selection, and Commence of Employment
- 8.3 Competence Management and Assessment
- 8.4 Absence Registration
- 8.5 Pay Roll
- 8.6 Workflow Management
- 8.7 Relations to Other Processes
- 8.8 Analyses

9. Implementation and Change Management

- 9.1 Implementation
- 9.2 Master Data Management
- 9.3 Change Management
- 9.4 Version Management, Upgrades and Updates
- 9.5 Service Oriented Architecture