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## Company prompt

The bottler in question is one of the largest independent bottlers under the Coca Cola Bottling Company. Its major operation is to fill up the syrup manufactures by Coca Cola into bottles and exit for distribution. The company always kept itself abreast with all new technologies in the bottling industry. It realized through its early successes that the canning and bottling technology is actually the bottom line for them and hence they always invested in and maintained the most advanced equipment's in their plant. However, information technology had been something that they had ignored ever since the inception in 1935.

### 1. problems with existing systems;

As the industry expanded and the company counted new regions, the need for better ways of data management was seen. The company saw an individual IT department coming up and new computer systems were added in the additional units. The company never took consideration to ensure compatibility between the techniques and the mismatch evolved more and better with the growth in the number of systems indicating a dire need for an integrated system to drive the industry more efficiently and effectively.

The company's focus had shifted from any additional territorial growth but they could not shy out from the addition of new products. In addition to this, the company's administration also liked a more useful system to handle their financial pieces of information and provide data to assist in the decision-making because currently, any custom report was aimed from multiple sources and made manually.

Since the corporation needed a solution that would not only be compatible industry wide but even reduce the communication and other necessities of the separate departments, ERP emerged to be the route on. This determination was backed by comprehensive research done by employees to justify expenses. Thus the administrative committee running this research aided by the IT department delivered ERP a go-ahead.

### **2. The new system was expected to be adept of the following**

- ✓ Controlling company growth
- ✓ Conveying between departments
- ✓ Creating customizable and robust reports
- ✓ SAP shortlisted as the ERP agent which delivered a product with the following special features to the bottling company:
  - Financial Module that could follow profit, predict sales, and control cash flows
  - Human Resources Module
  - Payroll Module
  - Quality to feed wages, benefits, and work information to the financial modules to yield accurate profit statements

- The feature that automatically fixed production scheduling, price of goods, and products to the income statement

#### **New hardware requiring new or upgraded software;**

In spite of the attribute that the ERP software was adept of solving a bulk of the company's existing problems, there was job to do with regard to its implementation which by no standards is trivial. It is at this step that the company created the most significant mistake of not hiring separate ERP consultants it had hired in the proposal and evaluation step. They rather chose their own way for the implementation action which made it even more challenging.

The company kept limited staff in the IT department and most of its experienced staff was young and uneducated. Yet they chose to allocate way too much time consuming performance specific tasks to the staff who were not ERP specialists. They did not actually have the proper ERP implementation workout. They were expected to do their normal job duties alongside of this extra work in spite of the particular that earlier the independent ERP advisors had recommended that such employees should be given extra support for their regular duties. The massive workload of ERP implementation placed a great deal of pressure on the employees involved in the project.

Another major issue that the company started facing the front of human resources was communication, especially employee motivation. There were serious breakdowns in the transmission channel. There was a lack of leadership support resulting in high levels of attrition, particularly at senior levels. A majority of these were unwilling.

#### **8. External prompts for software bug fixes**

All the above factors caused the ERP performance off to a unstable start. Another major issue at hand was the preference of a proper ERP execution team because only a sample of the good employees would be capable to overcome the communication obstacles and other little obstructions. Yet, to add to the company's pain, the passage leads to a further task and personnel issues. Not paying any attention to the consultant's guidance, the firm did not choose the best prospects for the job with most individuals having worked for the company only for a pair of months and hence were exotic with the complexities of the manufacturing circumstances.

#### **9. Prompts recognised in company policy.**

##### **Employee Involvement**

For such a huge ERP performance, the company should have brought care in accomplishing needs assessment in terms of exploring its employees. Also, it should have asked the employees regarding their wish to get involved and should have worked on completing their involvement satisfying. The anticipations from those

workers should have been useful and they should have been received from their full-time duties till the time the project was running on. Part-time employees should have been

hired to keep their critical employees concerned in ERP implementation by supporting them in their work.

#### Award and Retention

The employees earned motivations for going out of their method to implement ERP in the company. A bonus policy should have rewarded employees for performing critical project milestones. A sense of being valued would have moved a long way in employee satisfaction. This would have proved otherwise than employees perspiring it out in the long and daunting ERP performance without accepting any reward.

#### Management Support

The company should have been more supportive of its employees during the ERP implementation. They should have worked towards rewarding and valuing the employees by welcoming their suggestions and understanding the issues they faced

### **Conclusion**

In light of all the above factors, we can complete that the company should have given priority to communication, employee involvement, and useful planning for the ERP performance. Consultants should have been hired to help the employees and perform closely with them. The workers, in turn, should have been cleared of their usual. Without understanding how the system is implemented and how to hold it, the system was useless to the company. Also, worker training would have been worth the asset.