

Success Story

Pre-ERP Process Documentation

Storyline...

The client is a major aluminum giant located in the Middle East. The company was in the process of a major change internally in response to market challenges.

To handle this growth, the client felt a need for streamlining existing processes and introduce ERP. MaGC® (formerly NCRCL®) was engaged to prepare the process document.

Once upon a time...

The client, a leading aluminum extrusion company based in the Middle East was embarking on a major revamping of its systems and procedures. The nature and complexities of the varied profiles handled by it, made computerization of operations a huge challenge.

The Management embarked on the task of introducing an Enterprise Resource Planning (ERP) system which would handle the entire gambit of operations in a smooth and efficient manner. The objective of the Pre-ERP document was to help the client come up with a blue-print document for the ERP. MaGC applied its LAMP™ (Layered Approach for Mapping of Processes) tool for creating the process mapping document.

Moving on...

The following layers were documented during the study after discussions:

Process Layer: This involved a complete process mapping of the intra departmental and inter-departmental processes in the organization. This gave clarity on the existing processes and also threw light on the process gaps and weaknesses which were addressed based on this study.

Documentation Layer: This involved a complete study of the document flows in each of the processes covered in the Process Layer including the number of copies of various documents and how a document is used, filed and disposed. Hard copies of the documents which would be required were completely codified (numbered).

Authority Layer: This is important from the perspective of not only accountability but also from the perspective of auditability and control. For every financial, administrative and legal document, the independent and joint responsibilities were assigned in this layer.

Reporting Layer: The Management Information System (MIS) requirements for the Top Management invariably involve financial elements. This phase involved designing and developing report formats and linking Key Performance Indicators (KPI) to the business processes. This enabled meaningful reporting and review mechanisms which have to be linked to the ERP. This provided clarity to the ERP implementer.

Finally...

The final documentation which addressed the four layers of the workflow viz., Process Layer, Document Layer, Authority Layer and Reporting Layer helped the Management compile a comprehensive business process document which was later used as a tool for evaluating and short listing the ERP vendors.



