



Derek Hendrikz Consulting Presents:

Enterprise Resource Planning (ERP)

Duration:	3-days
Max. Participants:	20
Facilitators:	1
NOF Level:	5
Credits:	5
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The Enterprise Resource Planning (ERP) programme is designed to give participants the necessary knowledge and skills in order to effectively and efficiently develop and manage an organisational ERP solution. An integrated methodology is used to give delegates an interdependent understanding of the value creation of organisational business processes. On completion of this programme participants should have an in-depth understanding of business process development and be able to facilitate the development of an organisational ERP solution.

The workshop outcome:

On completion of this workshop the participant should be able to facilitate the establishment or development of an organisational ERP solution.

ETQAA Accreditation:

For accreditation purposes the learner will have to prove competence in the following unit standard:

Unit Standard:	US Number:	Credits:
Prepare for and contribute to Enterprise Resource Planning process design.	119181	5

Participants will be assessed on the following specific outcomes:

1. *Preparing for a business process definition workshop.*
2. *Facilitating a process definition workshop.*
3. *Advising on business process fundamentals.*
4. *Documenting the client's business process.*

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own environments, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Introduction to Enterprise Resource Planning (ERP)	Business process analysis	Preparing for the process definition workshop
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	Components of the ERP system	Developing a basic business process flow	Facilitating a process definition workshop
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Best practice business processes associated with ERP	ERP implementation	Documenting the clients business processes
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Day Review & Programme Evaluation

Who Should Attend?

- Management on all levels.
- Organisational development practitioners.
- Strategy development practitioners and consultants.
- IT managers and personnel working with ERP solutions.
- Employees working with strategy, business processes and value chain analysis.
- Procurement, stock control, purchasing, and logistics managers and supervisors.
- Managers and employees involved with supply chain management.
- Any person who is interested in the development and management an ERP system.

Day 1:***Introduction to Enterprise Resource Planning (ERP):***

- What is ERP?
- ERP in a nutshell.
- Fundamentals of ERP systems.
- Overview of well known EPR systems.

Components of an ERP system:

- Manufacturing.
- Supply chain management.
- Financials.
- Projects.
- Human resources.
- Customer relationship management.
- Client response systems.
- Data warehouse.

Best practice business processes associated with ERP (Enterprise Resource Planning):

- Processes associated with an ERP functional area.
- Best practices relating to ERP processes in a functional area.
- Advantages of implementing business best practices in a functional area.
- The importance of value addition in ERP.

Day 2:***Business process analysis:***

- The relationship between value addition and cost.
- Identifying organisational activities that add value.
- Differentiating between inbound and outbound logistics.
- Identifying organisational activities that support core business.
- Understanding current automated systems.

Developing a basic business process flow:

- Principles of process flow methodology.
- Process flow study.
- Developing dependency diagrams.
- Developing business process flow diagrams.

ERP implementation:

- Customisation of system.
- Timing of data migration.
- Generating data templates.
- Freezing the tools for data migration.
- Deciding on migration related setups.
- Deciding on data archiving.
- Using of external consultants.
- Supporting the implementation process.

Day 3:***Preparing for the process definition workshop:***

- Workshop protocols and procedures.
- Venue & resources needed.
- Selecting participants to the work session.
- Establishing communication channels.
- Preparing workshop agenda and objectives.
- Developing process definition templates.

Facilitating a process definition workshop:

- Process definition facilitation methods.
- Creating a common frame for workshop outcomes.
- Questioning techniques.
- Accurate documentation of workshop proceedings.

Documenting the client's business processes:

- Business process documentation tools.
- Working with business process templates.
- Documenting the business processes.
- Presenting documented time frames.
- Presenting the documented business process flow for verification.

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