

Teamwork

Positive Attitude

Action

Knowledge

Success Story >>> PROMOTING CONTINUOUS IMPROVEMENT WITH THE TIP OF THE MONTH PROGRAMME



SAUDI ARABIA'S LEADING PRINTING AND PACKAGING COMPANY

The client is a major industrial entity specialized in providing technical solutions for the packing and packaging industries for more than 30 years. The company has also strategically diversified into the education industry, specializing in curriculum development and e-learning. The main four business units are Paper & Board, Liquid Packaging, Plastic and Education.



WORKING WITH INITIATIVE AND PRO-ACTIVENESS

"People who end up with the good jobs are the proactive ones who are solutions to problems, not problems themselves, who seize the initiative to do whatever is necessary to get the job done"

-Stephen Covey

A GENUINE DESIRE TO HELP CUSTOMERS AND ADD VALUE

When clients are using the Infor ERP system for a long time, they already have most of the support that they need to fulfil their day to day needs. So, I thought of presenting something that was never expected and at the same time would add significant value towards increasing their productivity. This led to the creation of the TIP of the MONTH initiative. The agenda for this program was very simple.

- 1. Demonstrate and highlight the benefits, easiness and advantages of system features that were currently not in use.
- 2. Determine the value add by first implementing in a small way and then extending to other functions based on the client's agreement and needs.

THE DIFFERENCE
BETWEEN HELPING
AND SELLING IS
JUST 2 LETTERS

Sr. ERP Consultant, Godrej Infotech Limited.

TIP OF THE MONTH 1 SESSION LABELLING

Easy Session Identification with Color and Text Coding

THE PROBLEM:

The end user typically works on as many as 17 to 18 sessions of various companies simultaneously on the server. With so much multitasking, the possibility of human error is very high and often incorrect data entry can happen due to confusion between test and live environments.

THE SOLUTION:

A standard ERP LN feature allows for highlighting sessions with user defined titles and colours. As a result, the end user can clearly differentiate between multiple sessions, leading to data accuracy and operational efficiency.

Before: No highlighting on the items - general window



After: Company name appears color coded on the top

Item			Item Type	Item Group	Unit	Product Type	Search Key I	Search Key I
	GCC000576LO	0576LO SCIENCE TEACHER BOOK G9 P1	Purchased	700	PCS		SCIENCE TEACHER	GCC000576L0
	GCC000577LO	ENVR-WB ADV-SUB	Purchased	700	PCS		ENVR-WB ADV-SUB	GCC000577L
	GCC000578LO	EARTH SCN-ADV-SUB	Purchased	700	PCS		EARTH SCN-ADV-SU	GCC000578L
	GCC000579EO	8803 WN-ADV-SUB	Purchased	700	PCS		BIO3 WN-ADV-SUB	GCC000579L
	GCC000580LO	CHM3-WB ADV-SUB	Purchased	700	PCS		CHM3-WB ADV-SUB	GCC0005800
	GCC000581LO	PHY3 WB-ADV-SUB	Purchased	700	PCS		PHY3 WB-ADV-SUB	GCC000581
	GCC000582LO	MATH3-WRK BK-ADV-SUB	Purchased	700	PCS		MATHS-WRK BK-ADV	GCC0005821
	GCC000583LO	ENVIRO-STBADV-SUB	Purchased	700	PCS		ENVIRO-STBADV-SU	GCC0005831
	GCC000584LO	EARTH SCIENCESADV-SUB	Purchased	700	PCS		EARTH SCIENCESAD	GCC0005841
	GCC000585LO	6003 ST-BK ADV-SUB	Purchased	700	PCS		BIO3 ST-BK ADV-S	GCC000585
	GCC000586LO	CHEM3-ST BK-ADV-SUB	Purchased	700	PCS		CHEM3-ST 8K-ADV-	GCC000586
1	GCC000587LO	PHYSICS STUD BK-ADV-SUB	Purchased	700	PCS		PHYSICS STUD BK-	GCC000587U

TIP OF THE MONTH 2 HOMEPAGES ON THE WEBTOP

Effective decision making with visual and collective data

THE PROBLEM:

Decision making inputs are often available in different views which need to be collated together to give a complete picture. This is a time consuming activity which can be simplified by the use of homepages.

THE SOLUTION:

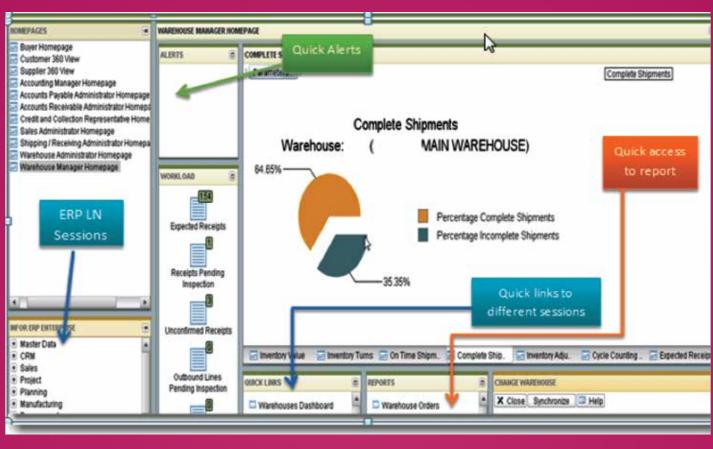
Homepages consist of multiple panes and have the following benefits:

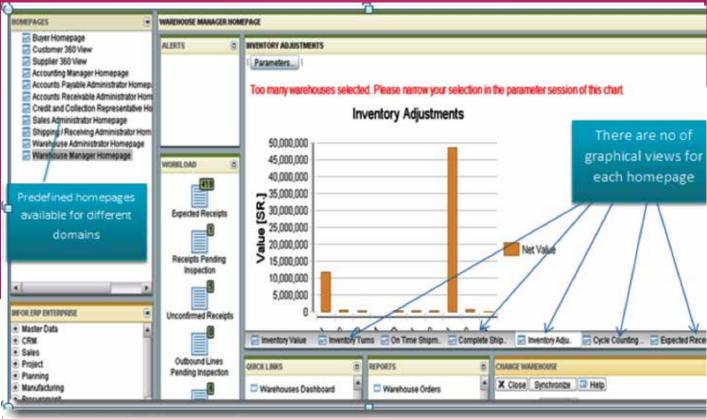
- No need for multiple logins into separate systems
- Panel drag and resize options
- Parameter based graph filtering
- Quick links for different sessions
- No need to run daily reports These can be made available directly after login
- User profile wise home page assignment e.g. "Account Receivable Administrator", "Project Manager", "Shop Floor Supervisor", "Warehouse Manager"

A homepage usually consists of the following panes:

- Graph pane For reports (pie charts, bar charts and line charts) of major statistics and key performance areas
- Workload pane Displays tasks that need processing. Selecting the highlighted task automatically starts a session for working on it.

- Reports pane Consists of hyperlinks to frequently used reports.
- Alerts pane Alerts are linked to conditions. An alert is only displayed if the corresponding condition is met.
- Shortcuts pane Useful quick links to data entry, batch and global update sessions.





CUSTOMER Appreciation

It is great!!

Thanks a heap for this initiative and pro-activeness...
It is a small activity with huge effects...



IT Manager, Customer Organization



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