



## **ERP TRAINING WORKSHOP**

**Hilton Hotel, Nairobi, 29-30 August 2006**

### **ERP: Find the best solution for your organization – Not the most expensive solution**

Expensive ERP solutions have created a myth among ICT professionals that only large, cash-rich organisations can afford the luxury of an ERP system.

This training course aims to dispel this myth and demonstrate how vital – and affordable – ERP systems can be for all medium-sized as well as large organisations.

The workshop will focus on the specific business requirements of all participants and provide the following practical knowledge:

- The right ERP solution for you: How to choose the right solution that fully integrates with your financial, distribution, manufacturing, payroll, human resource and other business objectives .
- Activity Based Management Solution (ABM): How an Activity Based Management approach enhances effective management in any organization that is project driven, activity-driven or event-driven.
- Government Solutions: In the new age of accountability to taxpayers, revenue collection and generation, management is vital for the public sector to deliver services to its stakeholders. How can this be managed through technology for efficient tax billing, water billing, permits, parking tickets, post office, social security, health/medicare, financial or any revenue collection from the taxpayer to the public sector, be it a public utility, municipality, district, regional or national government body?

This two-day Training Workshop will be presented by Vision Software of Canada, in association with AITEC Africa. The following trainers will conduct the workshop:

- Jean-Paul Ouellette, President and CEO, Vision/RF Corporation, Canada
- Precious Chikwata, Africa Project Director, Vision/RF Corporation, Zimbabwe
- Eric Descoteaux, Senior Advisor, Training and Implementation Vision/RF Corporation, Canada
- Brodie R.M. Osome, Consultant, Vision/RF Corporation & AITEC Partner, Canada
- Anthony Bachia, Director, Triton Network Solutions Ltd, Kenya (Vision's Kenya Partner)

**The Workshop will be opened by Hon. David S.O. Nalo, Permanent Secretary, Kenya Ministry of Trade and Industry**

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The workshop will focus on sharing and transferring knowledge under the following key areas that are extremely vital for any organization's success:

### 1. ERP Trends

ERPs have migrated from standalone systems, where an organization had numerous "black boxes", file folders, etc to an information-on-demand reality that technology allows for real-time online knowledge. Key decision-makers require information on their fingertips in order to determine whether their current strategy is working. Organizations waiting until month end to review their performance find themselves sinking before sailing. Globalisation has demanded African companies to bridge the global digital divide, so where are we now?

### 2. Is business driving your IT strategy?

The primary challenge facing organizations in modern day technology-based global economy is how to extract value from information technology investments. The key component in this challenge is the ability of the executive management team to align I.T. initiatives with corporate strategy. I.T. solutions should adapt to the requirement of your organization, and not the contrary where an organization must change their way of doing business to convenience their newly acquired software. Who drives IT initiatives and implementations?

### 3. An ERP system that grows with your business – a one-stop shop

The key to unlocking value from IT investments lies in synchronizing your business strategy, your organization, and your IT strategy. In your ERP strategy, an Activity-Based Management approach is extremely critical in integrating your business process, and it does not require specialized staff for support such as a database manager. You have the human capital and we will introduce you to the tools that will unlock the value of your IT investments to generate the hidden revenue your organization holds outside of traditional billing of your clientele. The ABM approach directly increases your bottom-line by:

- Keeping control of expenses
- Measuring the productivity of each employee
- Keeping inventory at the right level
- Reducing waste of raw product materials
- Keeping track of time and expenses spent on every activity
- Tracking each employee's activity center within an organization in terms of (Budget – Revenue – Expenses)
- Producing customized and necessary reports anytime, anywhere

How is your business justifying IT Projects. What are the challenges in synchronizing business strategy and IT strategy?

### 4. Choosing Software: Source Code – What is it? Do We Need It?

Each organization has different objectives and requirements for their ERP solutions and ABM System. Even within the same organization, different divisions and departments will commonly have different objectives which should be addressed through the ABM implementation. ABM should be adapted so it "fits" with other organizational initiatives such as Business Process Re-engineering, Total Quality Management and Employee Empowerment. In choosing your software, ensure your solution provider truly understands your needs and objectives – ONLY then – can you have an implementation approach that is tailored for your organization.

When you invest in a substantial software system, you MUST work with a solution-provider that includes the Source Code Version of their software for your own use. Your team should be able to acquire the transfer of skill and knowledge so that your future ABM projects and initiatives can be undertaken with minimal outside support. You need to be independent of your supplier to run

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your organization, even if your supplier disappears, becomes bankrupt or just provides poor service.

If you currently do not have a source code version of your current software solution, you run the risk of:

- Acquiring a new software solution, if your current one is not meeting your present or forecasted needs.
- Budgeting for an extremely expensive transition – cost of acquisition and implementation
- Incurring further human capital expense and demoralized staff who have to endure yet another implementation rather than building organically on the existing system.

Globally, more than 50% of companies must acquire a new solution within two years of their original ERP acquisition – and it is worse in Africa

### 5. Break the Kenyan habit of dependency on external consultants

Several companies in Kenya cannot start an IT project without appointing a consultant. More often than not, consultants are hired as protection in case the implementation goes wrong, providing the opportunity to hide behind the “I did not make the decision” approach, even though it has often been proven that consultants are influenced by the internal staff of the organization as to what suppliers choose. There is an unnecessary dependence on IT consultants because Kenyan organizations have an abundance of human capital in-house, often in their own IT Departments. Organisations must build on in-house resources rather than perpetuating dependency on external consultants, bearing the following in mind:

- Knowledge of the needs of the clients are best determined by the end-users who do their specific assignments daily. They know best what is wrong and how it can be improved.
- Outside consultants waste expensive time making themselves familiar with the specific needs and operation of the client.
- You become dependent on the availability and own opinion of the consultant which may not coincide with the organization’s culture.
- Most consultants are biased toward a specific software solution so professional neutrality is hard to come by.
- Consultants only increase the cost of acquisition and the time required to make a decision.

### WHO SHOULD ATTEND?

This workshop is designed to focus on three key areas:

- **Application of Best Practices:** Common practices can be implemented throughout your organization immediately following the workshop, resulting in substantial measurable change.
- **Performance Improvement:** The impact through implementation of the specified measurements to demonstrate improved business results and positive ROI.
- **Training Acceleration:** Since the audience will come from the same corporate culture and have an understanding of business, we will be able to deliver and maximize on the training impact in a reduced timeframe – as time is money.

This workshop will be of tremendous benefit to:

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- CEOs, VPs and directors of manufacturing operations, plant, manufacturing and industrial managers; design and process improvement engineers; and procurement and materials managers.
- CFOs, treasurers, VPs of finance, controllers with a minimum two years' experience, chief accountants.
- Project directors and managers, program managers and those seeking advanced project management skills, project team members and operations managers faced with supporting major new projects.
- IT and IS project leaders, information technology and systems managers and analysts, and all those who are new to project management or looking for project management training in an IT and IS environment.
- Production, plan, logistics, materials and operations managers, as well as plant superintendents, inventory planners, master planners, master schedulers, production supervisors and maintenance professionals
- This training course will also be of great interest to cost accountants, purchasing agents and those involved in enterprise resource planning (ERP) or a just-in-time (JIT) environment.
- Administrative and executive assistants, secretaries and other administrative professionals who wish to build a stronger profile with their manager and department.
- Anyone who is a touch point to the customer, directly or indirectly, who wants to improve their working relationship both with external and internal customers. It is even more beneficial if more than one person from your organization attends.
- All salespeople and account executives who are looking for better ways to balance their time and manage their territory.

### YOU WILL LEARN ABOUT:

- Understanding why some projects fail and others succeed
- Avoiding and correcting project creep
- Which project management software works best
- Evaluating the status of the project work plan
- Creating and managing a change process – and gaining support
  
- Planning a project – from start to finish
- Determining which projects are top priority and which are not
- Keeping projects on track, on time and on budget
- Negotiating stakeholder expectations to establish scope
- Designing and developing multiple project plans
- Monitoring and reporting multiple projects
- Managing IT staff and end-users effectively
- Breaking down a project into smaller, less intimidating tasks
- Risk analysis and contingency planning
- Establishing a project budget
- Controlling works in progress and identifying problems
- New accounting rules under reformed corporate governance
- Re-engineering the accounting process
- Monthly close alternatives – and how the planning process is affected
- Statistical use in forecasting, budgeting and accounting
- Measuring and evaluating corporate performance
- The relationship between production planning and activity
- Capacity resource planning and master production scheduling
- Manufacturing planning and control systems

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- Managing work order priorities and schedule changes; production capacity, routings and lead times
- Eliminating the production bottlenecks
- How to set and work with goals and quotas
- Evaluating and determining a territory strategy
- Understanding your region, geography and account base
- Customer Relationship Management (CRM)
- Maintaining efficient territory coverage

### HOW YOU WILL BENEFIT

- Meet the challenges of managing multiple projects
- Improve your personal time management and communication
- Learn how to balance staff and workload while reducing risk and conflict
- Learn to deliver quality systems on target, on budget and on time
- Maintain control of your projects with proven scheduling techniques
- Get top management on your side
- Learn to recognize, diagnose and turn a difficult situation around
- Take corrective actions and increase your chances of completing the project on time and on budget
- Learn how to manage unexpected and difficult situations
- Discover how to pinpoint your key revenue-generating activities
- Create the time to build customer relationships
- Use technology to manage time and territories, follow up leads and clinch sales
- Learn how to avoid losing sales to better-organized competitors
- Dynamic budgeting, planning, organizing and forecasting with modelling and statistical control
- Move from a traditional accounting mode to a managerial accounting framework
- Gain strategies desired under new corporate governance
- Organize production operations to meet customer needs
- Reduce lead and cycle times
- Build products that can be effectively scheduled in varying environments
- Manage an information infrastructure that smoothly converts to your manufacturing management Improve your inventory turnover ratio and turn frozen assets into cash
- Establish stock levels that are right for your company
- Reduce inventory costs
- Substantially increase your plant capacity
- Dramatically reduce manufacturing lead time
- Reduce your inventory, facilities and equipment required for manufacturing
- Enhance plant reliability and availability
- Improve production control
- Increase team commitment and productivity

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- Map out your key customer processes
- Identify disconnects affecting productivity, loyalty and satisfaction
- Overcome frustrating, irritating blocks to best serving the internal and external customer
- Identify key disconnects that prohibit you from becoming a truly customer centric organization
- Create an action plan of specific action items you can implement to improve customer service levels, increase sales and customer retention and overall profitability
- Define the key questions needed to understand your customers wants and needs

**Inside every problem, there's an opportunity trying to get out. Make time work for you.**

- If you're doing more and enjoying it less, it's time to get out of the time trap and back to productivity! This training course gives you practical techniques for controlling time and productivity.
- Implement the strategy and systems that allow capacity and resources to be scheduled most effectively

Activity Based Management addresses not only the strategic issues of profitability of products, customers, or services, but expands the analysis to understand and define: Non-value-added activities, cost drivers, performance measurements, and opportunities to redefine or redesign business processes. ABM provides decision-makers the opportunity to not only assess which products or customers are more profitable, but defines the opportunities to eliminate waste and improve the profitability of all products and services.

The Training Course will be provided by expert trainers from Vision/R4 Corporation, a Canada-based corporation established since 1996.

Delegate numbers at this intensive training workshop will be limited, so register early in order to secure your place, by:

Logging on to [www.aitecafrica.com](http://www.aitecafrica.com), or  
Phoning John Mwangi on +254(0)721-860228, or  
e-Mailing [kenya@aitecafrica.com](mailto:kenya@aitecafrica.com)