Enterprise Resource Planning

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Abstract: This report highlights the key areas which can be solved in order to generate optimal outcomes. In order to apply proper implementation process for the soft drink bottler, it is important to provide some ways and methods in a detailed manner. Proper attainment of knowledge is important and this can guide through the entire projects too. Root cause of implementation failure is non-involvement of employees where they fall victim of stress due to uncertainty and lack of clarity about their jobs.

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1.0 Leadership Overview

Majority of the companies use ERP (enterprise resource planning) system as an important method of solving their management based issues. ERP is thus termed as an important business software system that helps organizations in running their resources efficiently and effectively. Resource can either be linked to finance, materials, human resources or any other thing that can be managed in that organization.

1.1 Executive including the role of Project Sponsor

ERP system helps in assisting the organizations properly as it provides a complicated and brief solution to the company in order to solve out their issues. Operational level employees at Bottlers have been deprived from leadership support due to inattention of management. Employees could not understand the nature and extent of newly implemented system where employees are not involved in the change management process. Executives should be involved whole heatedly in order to organize themselves in a proper way and to lead the organization towards optimal outcomes too.

1.2 Line middle Management

This report highlights the key areas which can be solved in order to generate optimal outcomes. In order to apply proper implementation process for the soft drink bottler, it is important to provide some ways and methods in a detailed manner. Line middle management is the core area of any management arena and they can perform

well by implementing the strategies in a proper

way therefore it is important to see how management is working so that optimal outcomes can best be generated. This also means that they should have proper levels of advice that is given by the outside consultants who are employed by them. This case study highlights the key issues of their consultants which were hired by them and they did not perform a good job, in this scenario the system might face numerous obstacles as well as challenges.

1.3 Project / Change Management

This report is a method to redo the ERP implementation system with the help of which outcomes can be generated in a positive manner. As it is mentioned in the case that the implementation of the soft drink bottler took time and it means that the staffs that were implemented to complete the job did not worked properly. This is due to the lack of knowledge and they were not

aware from the facts that how to operate the systems (Ngai, 2008).

2.0 Leadership Impact

2.1 Employee involvement

Employee involvement is important and in order to generate optimal outcomes for an overall organization, employees should know what to do and when. Proper attainment of knowledge is important and this can guide through the entire projects too. Root cause of implementation failure is non-involvement of employees where they fall victim of stress due to uncertainty and lack of clarity about their jobs.

2.2 Recognition of employees

Recognition of employees is another important arena with the help of which implementation rate can increase and this in the end can help in generating best outcomes for an overall organization too. Therefore it is important for the leaders to see whether employees are being recognized in a positive manner or not and if yes, how they are being

recognized. Bottlers treat employees just like army setup personal discretion is not allowed mind make is not possible rather instructions flow top to down without reasons to do se.

2.3 Retention of employees

Retention of employees helps in retaining employees and this is the only best possible method with the help of which overall organization can generate optimal outcomes. Therefore it is important to see how employees are being retained and what possible strategies are required in order to retain them in a positive style. People at Bottler experience lack of communication and widespread uncertainty that lead them to quit jobs including both voluntary and firing by organization.

2.4 Management support for ERP

Strong and powerful support from the management towards ERP is necessary as it helps in enhancing the entire infrastructure of an organization and in the end potential

results can for sure be generated. Proper attainment of knowledge is important and this can guide through the entire projects too. Root cause of implementation failure is non-involvement of employees where they fall victim of stress due to uncertainty and lack of clarity about their jobs.

3.0 Response to Leadership Issues

3.1 Executive including the role of project sponsor

Leadership issues as mentioned in the case can best be handled if issues are resolved properly as well as strategically. As highlighted in the case, most of the employees who were operating the system were not aware from the design of the system. Furthermore, IT department had few personnel and this was the reason why they were not able to manage the entire system. This altogether leads towards the slow implementation of the entire system. Along with this, due to inadequate training, lack of information kept on rising and this

furthermore ignored some of the important implementation tools too. It is important for the executives to highlight the core issues and work accordingly in order to avoid any further issues and to overcome them in a proper manner.

3.2 Line Middle Management

Line middle management is responsible for the entire work and if they are not actively involved, this lead towards a slow process along with wasted time as well as money. In the beginning the soft drink bottler did not apply proper solution in response to the suggestions which were given from the external consultants. According to them, it would be money wastage and all the ideas will be stolen too. If suggestions were highlighted positively, today the soft drink bottler could have generated positive outcomes.

3.3 Project / Change Management

Furthermore, if risks which were linked with inadequate training were highlighter, proper

working could have been done and by this way things can easily be generated in a positive way too. Along with this, leadership styles and tactics should be handled with care in order to enhance the overall scenario and this can help in future too (Mabert, 2003).

4.0 New Leadership Style

4.1 Employee Involvement

As per the new leadership styles, proper training of employees is must. Along with this, recognition of employees as well as retention is important in order to ensure positive outcomes for an overall organization.

4.2 Recognition of Employees

Supportive leadership would create trust among employee skills whereby celebrating employee achievements will act as input for adaptive change, which in turn will bring success to organization as outcome of change management (Hastings, 2015)

Likewise, visionary leadership can cause employee engagement whereby making them to feel as valued for organization. It will surely attract adequate level of employee motivation, enthusiasm, and commitment with organizational goals while retaining them (Himelstein, 2015).

4.3 Retention of employees

Furthermore, investment is the issues to cut down the costs and It personnel issues is important in order to manage the work properly. Proper management should be committed in order to implement the process and in this manner there will be no doubt that the process will not succeed.

4.4 Management support for ERP

Proper management support for ERP is required in order to maintain the infrastructure of the management and this can help in improving the quality of the organization too.

4.5 Potential Problems

Every organization face potential problems and these issues can be solved if proper implementation is done, strategies can be applied and this will lead towards fruitful outcomes too. Potential issues which a company or organization can face includes issues with employees as well as customers. Therefore it is important to see how proper working can be done in order to implement proper results accordingly.

5.0 Conclusion

5.1 Prioritize the Issues

As per my opinion the importance of actions as per the priority are retention of employees, recognition of employees, employee involvement and management support for ERP. For any organization, employees are the key element and this is why they should be recognized in a proper manner so that things can be generated in a positive manner.

5.2 Mechanism for Monitoring the progress

ERP also known as enterprise resource planning system is termed as an important business software system that helps in running the resources in an effective manner. By preventing wrong entry of data, redundancy of data and assisting in the calculation, the entire ERP system can helps a company in indulging itself in the competitive environment and this in the end helps in minimizing the cost too. Apart from this, proper understanding should be made in order to know how employees should be treated and how they can work well so that things can turn out in a positive manner.

Mechanism of monitoring the progress on leadership responses should first highlight the line managers, executives and then the project managers. Line managers should know how things are being done and in what manner outcomes are generating. This is the only possible method with the help of which

organizations can generate positive results (Chen, 2009).

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