**Lesson Learned Document**

## **1. Project Overview**

* **Project Name:** Oracle EBS R12 Implementation in Pharmaceutical Factory
* **Objectives:** Streamline and automate business processes, improve data accuracy, and enhance regulatory compliance.
* **Scope:** Implementation of Oracle EBS R12 modules including Supply Chain Management
* **Timeline:** January 2024 to December 2024
* **Key Stakeholders:** Project Manager, Department Heads, IT Team, Business Users
* **Team Members:** Mona Al Saadawi, Youstina Yousry, Hend Yehia, Gehad Fahim

## **2. Successes & Achievements**

* **What went well:**
  + Clear Business Process Mapping
  + Strong Executive Sponsorship
  + Realistic Timelines & Budgeting.
* **Key milestones:** Go live after deployment of Oracle Purchasing Module
* **End-user adoption rate:** The end-user adoption rate did not meet expected levels.

## **3. Challenges & Issues Faced**

* **Technical difficulties:** Data Migration Issues
  + We found that the data migrated from the old database contains duplicate supplier records, outdated contract details, and missing payment terms, which leads to **system errors, reporting inaccuracies, and operational disruptions** after go-live.
* **Change management hurdles:** Resistance from the procurement managers.
  + ERP system replaces the manual purchase order process with an automated approval workflow. Previously, procurement employees had direct control over vendor selection and order placement. With the new system, purchase requests must go through predefined approval hierarchies, causing frustration among employees who feel their autonomy is reduced.

## **4. Lessons Learned**

* **Strategies that worked well**
  + **Regular Status Updates:** Bi-weekly meetings ensured all stakeholders were informed about progress and challenges.
  + **Dedicated Communication Channels:** A centralized platform (e.g., Microsoft Teams) was used for discussions, reducing email overload.
* **Mistakes to avoid:** **Data migration issues**

**Recommendations for improvement:**

* + Conduct **data cleansing** before migration.
  + Perform **test migrations** to identify potential errors.
  + Ensure **data mapping** aligns with the new ERP structure.
  + Implement **validation checks** to confirm data accuracy.
  + **User Feedback Loops:** End-users were encouraged to provide feedback, leading to system refinements before go-live.

## **5. Stakeholder Feedback**

## **1. User Adoption & System Usability**

* **85% of employees** reported improved efficiency in daily tasks.
* **70% adoption rate** within the first month, with ongoing training for remaining users.
* **90% reduction in manual data entry errors**, enhancing accuracy.

## **2. Operational Impact**

* **Order processing time decreased by 60%**, improving customer service.
* **Procurement cycle time reduced by 80%**, streamlining vendor management.
* **Inventory accuracy improved to 95%**, preventing stock discrepancies.

## **6. Future Recommendations**

## **Continuous User Training & Support**

## **Optimization of Procurement Workflows**

## **Data Accuracy & Supplier Management**

## **System Performance & Integration Enhancements**