****

**Owais Mumtaz (61316)**

**ERP-AUDIT**

**PIAC**

**(Field Assignment # 2)**

**Submit To:**

**Humayun Qureshi**

# **Name And Contact Number**

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**INTRODUCTION:**

Pakistan International Airlines is the national flag carrier of Pakistan. Its main hub is Karachi's Jinnah International Airport, while Allama Iqbal International Airport in Lahore, and Islamabad International Airport serve as secondary hubs.

**FLEET MANAGEMENT:**

Fleet Management is the management of a company’s transportation fleet. Fleet Management includes commercial motor vehicles such as cars, vans and trucks as well as Maintenance vehicles and Aircrafts. Fleet Management can be including a range of functions, such as Fleet maintenance, driver, Pilots ,speed, fuel and health & safety management.

1. **ERP Package / Modules installed, project start / end date**

* **ERP PACKAGE**:

**Oracle apex**

Oracle’s latest ERP platform aims to deliver high-quality technology for managing every aspect of your company’s finances. With EnterpriseOne, financial management is streamlined, helping increase financial accuracy. It allows for hands-on project cost management from start to finish. It also integrates features like asset management and real-time operational reporting to ensure organizations maximize profitability. We found that this version outperformed Oracle E-Business suite across 20 key business and operational requirements.

* **MODULES INSTALL:**

Human resources management

Procurement

Finance

Asset management

* **PROJECT START / END DATE:**

1st February 2012 till 20 January 2017

1. **Process followed for ERP Package Selection and for ERP Implementation Vendor Selection, Any measurable parameters?**

* **Process followed for ERP Package Selection:**

Enterprise applications help manage activities including planning, research and development, purchasing, supply chain management, sales, and marketing.

* the solution is turnkey or will be customized to your organization and unique business processes
* the solution meet the technical needs of organization
* solution is scalable, able to adapt in response to growing users or increases in data
* The speed of the product and its impact on the end users
* Possible support for multisite or multi-company environments if you need to work with multiple operations
* **ERP Implementation Vendor Selection**
* The vendor’s product works with your existing legacy systems.
* Check whether the vendor has experience in industry, which increases the likelihood of a smooth transition.
* Verify that the vendor completely understands your business needs and provide the vendor with any project plan you’ve drawn up.

1. **Number of Vendor Consultants and their roles, number of Client Key Users and their roles, Any ERP Project Steering Committee made; it’s Members and their roles.**

* **Vendor Consultants And Their Roles:**

3 Consultant from vendor side and 1 project manager:

Project Manager = 1

Functional consultant = 1

Associate Functional consultant =2

Project consultant’s (contract basis) = 4

* **Client Key Users And Their Roles:**

Procurement Head =1

Group Administration Head =1

Administration =2

IT Head =2

Group IT = 1

* **Project Steering Committee:**

Lead consultant

Client side project manager

Vendor side project manager

Head of supply chain

**4. Major project activities. Any issues; how they were resolved?**

The major activities starts with the project planning, projects that are bifurcate in different modules like finance, accounts, recovery, sale, marketing allocates these modules as per projects deadline to developers as ERP id big projects and after completion of all forms, reports and project requirement send to quality assurance department to check and fixed bugs, back to development department to fix these issue until all issue fixed.

**5. In your opinion as ERP Consultant what was done well and what areas could be improved.**

As a consultant all module of ERP projects done within its deadline. Software team present their best but recovery modules has some knocking off issues. When finance users generate data as received payment, payment does not knock off in system. But Quality Assurances department find out this issue and get resolved by developer department. After a long run, this solution made and implemented at organization. Organization whole performance are in event and satisfied, is playing best role in its industry by implementing suited ERP.

**6. Your Suggestions for improvement; and why?**

After visiting the organization and observing system, I would like to suggest that they need to update their oracle version or go for another ERP package. Whereas, in Asset Management work they are also doing manual work because of bad system running and it’s causing major blunders and delaying in work which create a bad effect of company’s profiles.