Management

Management decided that the company was growing too fast that it needed the new system as soon as possible dealing with more expensive way but less risk. In line with this, the company secured the management for the project planning.

Organization

To help in assessing the risk, these are the organizations: supply chain organization, westinghouse project team, change management consultants, and site coordinators recruited from different business leaders.

Checklist

1. Westinghouse dedicated extra staff to answer employee questions in the problem areas designated by flynn.

2. The company created an automatic call distribution system and e-mail system that routed users across all time zones to the employees most able to answer their questions.

3. The project team also set up a blog where users could share tips and solutions.

4. Use the blog as its primary communication method for support solutions and other synergy projects and future additions to the SAP suite will be much easier than the sweeping big-bang change.