1. Total Cost of ERP implementation

She said i have no information about Total Cost of ERP implementation because she hired after the implementation of ERPS

11. User Training and Adoption

*  Did they provide training? Was the training satisfactory?
* Birhan Ena Selam Printing Press Enterprise conducted training to employees when implementing an ERP system. The training was typically aimed at familiarizing employees with the new system, its features, and how to effectively use it in their respective roles. The training was covered topics such as data entry, report generation, process workflows, and system navigation.
* The satisfaction of employees with the training can vary based on factors such as the clarity of training materials, the effectiveness of trainers, the relevance of the training content to job roles, and the overall support provided during the learning process. However, the training was good and satisfied most of trainees. Even though some trainees were not satisfied, to overcome this challenge the company gathered feedback from employees after the training to assess its effectiveness and make improvements if necessary. However, the company collects feedback from users yearly and make improvements based on users feedback.

**After Implementation**

*  What benefits the organization gets by implantation the ERP system such as efficiency, increase profit, etc?

**Improved Efficiency**: ERP systems integrate various business functions and processes into a single cohesive system. This integration eliminates the need for manual data entry and reduces redundancy, leading to streamlined operations and improved efficiency. For example, departments like finance, sales, inventory management, and production can share real-time data, enabling better coordination and faster decision-making.

**Cost Reduction:** ERP systems can help identify cost-saving opportunities by streamlining processes, improving inventory management, and optimizing resource allocation. By eliminating redundancies, reducing manual work, and improving operational efficiency, organizations can reduce costs and improve profit margins.

**Data Visibility and Decision-making**: ERP systems provide comprehensive and real-time visibility into various aspects of the business. Managers can access accurate and up-to-date information about sales, inventory, finances, and other critical metrics. This data-driven decision-making enables better forecasting, planning, and resource allocation, leading to more informed and strategic choices.

* Can you get estimated increase in profit or cost reduction with figures?

We can’t get the correct information in figures about the profit or cost reduction. She only told us in oral just we make profit and can reduce the company’s cost by implementing ERPs.

* What about employee and management satisfaction?

Even though determining employee and management satisfaction with an ERP system implementation can vary depending on various factors, including the organization's specific circumstances, the effectiveness of the implementation, and the level of support provided throughout the process. Here are some general considerations

**Employee Satisfaction**

* **User-Friendliness**: The ease of use and intuitiveness of the ERP system can greatly impact on B.S.P.P.E employees satisfaction. It requires minimal training or effort to navigate and perform tasks, employees are more likely to be satisfied.
* **Training and Support**: B.S.P.P.E’s Adequate training and ongoing support are crucial for employee satisfaction. Employees receive comprehensive training, have access to training materials or resources, and receive prompt support when encountering issues or questions.
* **Impact on Daily Work**: B.S.P.P.E’s ERP system enhances employees' ability to perform their tasks efficiently. It reduces manual work, and provides accurate and timely information. Therefore employees are more likely to be satisfied with the system.
* **Feedback Mechanisms**: B.S.P.P.E’s Establish channels for employees to provide feedback, report issues, or suggest improvements can contribute to their satisfaction.

**Management Satisfaction**

* **Data Accuracy and Reporting**: B.S.P.P.E’s ERP system provides accurate and real-time data, along with robust reporting capabilities, can greatly satisfy management.
* **Process Efficiency**: Due to B.S.P.P.E’s ERP system streamlines and automates the processes, providing better visibility and control over operations, it can lead to higher management satisfaction.
* **Integration and Collaboration**: B.S.P.P.E’s ERP systems that facilitate seamless integration between different departments and enable effective collaboration can contribute to management satisfaction.
* What new skills they get by implementing the ERP system?

Implementing B.S.P.P.E’s ERP system provide employees with new skills that are valuable in navigating the system and optimizing its usage. Here are some common skills that employees acquired through ERP implementation:-

* **ERP System Proficiency**: Employees gain proficiency in working with the ERP system implemented in B.S.P.P.E. They become familiar with its features, functionalities, and user interface, allowing them to effectively navigate the system and perform tasks such as data entry, generating reports, and managing workflows.
* **Data Management and Analysis**: B.S.P.P.E’s ERP systems involve working with large amounts of data. Employees learn data management skills such as data entry, data validation, data cleansing, and data analysis. They acquire knowledge of data structures, data relationships, and data integrity principles.
* **Process Optimization**: B.S.P.P.E’s ERP implementation involves reviewing and optimizing existing business processes to align them with the capabilities of the system. Employees gain skills in process analysis, identifying bottlenecks, and suggesting process improvements to enhance efficiency and productivity.
* **Technical Skills**: Depending on the level of involvement and responsibilities, some B.S.P.P.E’s employees acquire technical skills related to their ERP system. This can include basic programming knowledge, database management skills, or system administration skills.

**Encountered challenges in B.S.P.P.E ERPs**

* What challenges do they face to implement ERP such as deadline delay, over budget, etc

As she said i have no information about Total Cost of ERP implementation, Because she hired after the implementation of ERPS of B.S.P.P.E.We can’t determine the challenge that faced such as deadline delay, over budget during the implementation of their ERPs.

*  Delivered ERP did not meet their requirements

B.S.P.P.E faced the challenge of a delivered ERP system that does not meet their requirements in terms of reporting and analytics capabilities, it present some difficulties:

* **Inadequate insights**: Reporting and analytics play a crucial role in providing meaningful insights for decision-making. B.S.P.P.E’s delivered ERP system lacks the necessary reporting and analytics functionalities, it can hinder the organization's ability to extract valuable information from their data. This can lead to a lack of visibility into key performance indicators, trends, and other crucial business metrics.
* **Lack of scalability**: Inadequate reporting and analytics capabilities can become more pronounced as the organization grows and its data volume increases. B.S.P.P.E’s ERP system could not scale to accommodate expanding reporting needs. Therefore, Inadequate reporting and analytics become increasingly challenging to obtain timely and accurate reports.