

JD Edwards ERP System Implementation

Business Change Consulting - US Regional Lubricants Business

The Challenge

To implement JD Edwards ERP across 9 sites in North America against a background of a disenchanted workforce and previous failed implementations.

Outcome

The system went live on schedule and delivered the anticipated productivity improvements, resulting in tangible improvement to “bottom-line” performance.

SkillSet Approach

As part of a process improvement and efficiency drive our client was implementing the JD Edwards ERP system across its nine sites in North America. SkillSet was engaged to undertake business change management activities.

In Phase 1 we facilitated workshops with over 100 stakeholders to gauge attitudes to change and identify issues. We then prepared a business change strategy and plan covering the “people” and “process” issues of the implementation.

In Phase 2 we implemented the business change management plan to increase user buy-in, to ensure that process issues had been adequately addressed and to assure the quality of the training.

Our scope included:

- **Design and implementation of attitude metrics to measure engagement levels.**
- **Preparation of a focused communications strategy and plan and advice on content.**
- **Design and delivery of change awareness/team building seminars.**
- **Facilitating process workshops to identify potential process problems.**
- **Coaching technical trainers in how to deliver process focussed training.**