

CASE STUDY

EMBRACING CHANGE: POST-ERP IMPLEMENTATION PROJECT MANAGER RESOLVES CHALLENGES + TRANSITIONS TEAM TO NEW SYSTEM



RESOLVED 155 SYSTEM ISSUES

The interim leader developed a priority system for all ERP implementation issues directly resolving all key priorities and reducing tasks from 205 to 50.



SUCCESSFUL ERP SYSTEM HAND-OFF

By training and including the Director of IT, who was not involved in the implementation, the interim leader was able to hand off the remainder of the project with a roadmap.



BUILT OUT KANBAN BOARDS

Developed manufacturing workflows that the engineering team adopted and leveraged to increase productivity.

THE COMPANY

- » Industry: Manufacturing
- » Operating Region: West Coast
- » Size: \$100M
- » Entity Type: Privately Held

THE PROBLEM

The company recently implemented a new ERP system and employees had started creating workarounds to the new system. Leadership required a post-ERP Implementation Project Manager to create deadlines, hold department managers and consultants accountable, and ensure the team was making progress in adopting the new system.

THE SOLUTION

The interim leader brought deep manufacturing and logistics experience, including leading 15 full-cycle ERP implementations. This individual had also been a senior member of enterprise and IT project steering and review committees, equipping them with strong cross-functional collaboration and communication skills.

THE RESULT

The interim leader smoothly implemented the new ERP system by resolving issues and building confidence around it. They uncovered five times the number of implementation issues originally identified in the system and were able to address all high-priority issues as well as the majority of the other tasks. Additionally, this individual successfully involved and transitioned the remainder of the project to the Director of IT.