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| **Information** | **Details** |
| Title | ERP Implementation - Business Process Owners and Subject Matter Experts Feedback Summary |
| Purpose | To communicate the key findings from the recent survey, highlighting the areas of success and those requiring improvement regarding the ongoing ERP system implementation |
| Audience | Business Process Owners, Subject Matter Experts, Project Teams |
| Channels | Email, Intranet Announcement, Project Update Meeting |
| Attachments | Full Survey Results.pdf |
| Reviewers | Project Manager, Change Management Team |
| Approval | CEO, Project Manager |
| Timing | To be disseminated one week after the survey results are compiled |
| Key Messages | Summary of survey results, areas for improvement, planned action steps |
| Call to Action | Access full survey results, participate in action steps, provide continuous feedback for improvement |

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| **Email Information** | **Details** |
| To | Business Process Owners, Subject Matter Experts, Project Teams |
| From | Project Manager |
| Subject | Feedback Summary for ERP Implementation - June 2023 |
| Date |  |

Dear Team,

We acknowledge the effort you've invested in participating in our recent survey concerning the ongoing implementation of our new ERP system. Your insights and suggestions provide essential input, shaping the trajectory of this critical project.

This summary outlines the top three areas of positive feedback and areas for improvement, along with our planned action steps. Some areas of improvement are typical of the early stages of a project, where teams are getting acquainted and improving their productivity. Please expect future surveys as we maintain our commitment to track our progress, celebrate our successes, and work on areas needing improvement.

**SURVEY RESULTS SUMMARY**

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| **Role** | **Feedback Type** | **Points** |
| Business Process Owners | Positive Comments | - 94% understand the reason for the ERP system change  -94% actively participate in online meetings with a clear understanding of the objectives and next steps  - 92% understand how the change will impact their work and their team |
| Business Process Owners | Areas for Improvement | - 68% feel that their functional consultant frequently provides relevant examples applicable to their daily job  - 78% are comfortable using the project management tool for their test cases  - 82% feel empowered to make the necessary decisions for their functional area |
| Subject Matter Experts | Positive Comments | - 88% are supportive of the change  - 84% feel that their Business Process Owner is seeking their input regarding their functional are  -84% believe their views and opinions are heard and taken into consideration |
| Subject Matter Experts | Areas for Improvement | - 54% know where to find the weekly project status update to review independently  -58% are aware of the weekly online project status meeting  -58% feel comfortable navigating within the new ERP system independently |

**ACTION STEPS**

• We will enhance the scope and frequency of project communications.

• Use this link to access the Weekly Project Status report. The meeting is scheduled for every Tuesday at 10 AM EST.

• Please request your consultant for examples if a process is not clear, and consult your Business Process Owner for test case questions.

• To aid in system navigation, review the tutorial video found here.

• If you have questions or concerns, please reach out to your Change Ambassador.

• Assist us in strengthening communications across workstreams by providing ongoing feedback.