# mikadi

| Audit | Process | Documentation | SAP Configuration | Master Data | Database |

In a continuously changing environment, it is today essential to have the full control on all processes, especially if they are linked with the ERP.
Therefore, it is strongly recommended to create a graphical design (flow chart) of the process, to describe it very precisely in a narrative and to provide a consistent documentation to users, so they can successfully achieve their activities.
On another side, it is extremely important to have the full control on master data.

You need to regain control on your processes and to document them.
You have the feeling that your processes can be improved.
For some good reasons, like cost or flexibility, you prefer to rely on the services of an external person who will bring a fresh look with a global vision.

With an experience of 10+ years in business support, I have gained solid experience in different areas, often in relation with an ERP.

- o Process audit with highlight of potential improvements and planning of tasks that are required to implement these improvements.
- o New process design like, for example, subcontracting process implementation.
- o Existing processes' documentation and users' training
- o Master data setting and implementation of monitoring tools
- o ERP customizing based on users' requests
- o Database creation and maintenance for processes that could not be integrated in the ERP.

Following the relocation of the company in which I was employed for 15 years, I have decided to propose my services as a self-employed person.

An external and unbiased opinion is often very useful and helps being constructive.
A deep understanding of your concerns and needs is the key to achieve, together, your objectives.
Do not hesitate to contact me to know each other better and discuss the best approach for a future collaboration.

## Process Design
When creating a new process, a detailed design and the most developed documentation are milestones for its successful system (ERP) implementation.

## Process Audit
Over the years and the team's changes, it can happen that the current processes' documentation becomes insufficient or even totally missing.
In order to control and improve these processes, they should, at first, be properly documented; this should be done through an audit of all processes' steps.

## Documentation
It is very important that the user can rely on a comprehensive documentation explaining what should be done from a system perspective and why.
Besides, it is useful to explain what kind of impact can happen in the case the rules are not applied.

## SAP Customizing
During discussions with users, it frequently happens that some ERP parameters are not adequate and return bad results.
For any customizing request, it is mandatory to identify clearly the risks and to define all steps for the UAT (User Acceptance Testing).

## Master Data
Reliability and consistency of data are the key, if not the heart, of any ERP. An unprecise, inadequate or wrong data entry will generate issues, resulting in blocking and delays.

## Database
It can happen that for some reasons like time, resource or cost, some requirements cannot be integrated in the ERP. In such a situation, after a pros and cons analysis, it can be interesting to create a database that will provide the appropriate tool to the requirements.