Case Notes

# Chapter 18s: Capacity Requirements Planning, Mrp Ii, Erp, And Drp

# Thinking Outside the Box: Enterprise Training at General Mills

## Case Summary

*This case describes how General Mills addresses the challenges of training 40,000 employees by adopting an offshoot of enterprise resource planning software to standardize the manner in which training is conducted, success measured and results reported across all 31 plant locations.*

Case Analysis *This case illustrates the benefits of having a real-time integrated view of a company’s core business processes. It relates operational efficiency to the adoption of an enterprise resource planning (ERP) system. By standardizing training and tracking with ERP software, General Mills has a better way to train employees, track and review training history to ensure all critical training has been successfully undertaken.*

## Sample Answers to Case Questions

1. Enterprise training represents just one more example of the types of enterprise-wide initiatives companies use their ERP systems to support. Can you think of other types of enterprise-wide processes these systems could influence positively?

New product development is another type of enterprise-wide processes that an ERP system can influence positively. Ideas from marketing can be shared and accessed seamlessly with engineering and production to quickly turn ideas into new products.

2. How can enterprise systems be used to track safety documentation or other records routinely required by governmental agencies?

Enterprise systems can be used to track safety documentation efficiently by capturing safety information in real-time, generating safety report for review, and providing history data for tracking.