



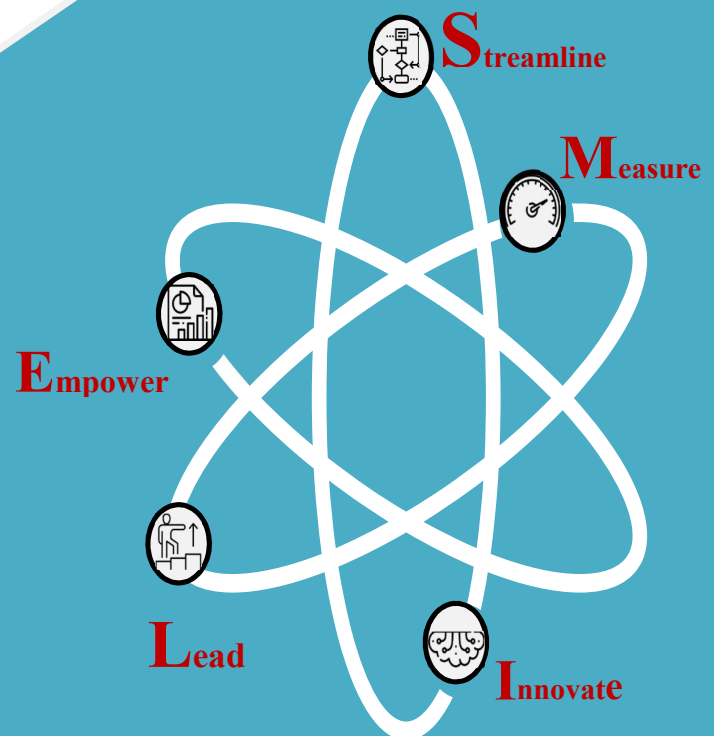
Newsletter

Project SMILE - ERP Implementation Monthly Newsletter

September, 2023

Project Mission

Play pivotal role in realization of EPSS's vision of becoming the most responsive and efficient pharmaceuticals supply chain organization in Africa by 2030.



Contact Us

To get more information about project SMILE please visit our website link.

<https://erp-portal.epss.gov.et/index.php>

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SMILE Monthly is a change management product for the SAP-S4/HANNA ERP implementation. For Comments and feedback please write to the internal change management teams.

<https://erp-portal.epss.gov.et/speakup.php>

SAP S/4 HANA

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Steamline – streamlines and automates business processes to improve accuracy and saving time & money.



Measure – make day-to-day business operations measurable by consolidating all data and making it easier to analyze on a large scale.



Innovation – more time will be available for employees and leaders to have better focus on business and innovate where needs for improvement were previously hidden.



Lead – with real-time updates leaders can make data-backed business decisions more quickly.



Empower - employees have access to the right information, at the precise moment of making decision.

The project has successfully completed TOT training on four ERP modules



The Training of Trainers (TOT), conducted by Sidor for the implementation of the ERP project SAP S/4HANA system, has successfully concluded with the completion of four modules on Friday, September 22, 2023.

Starting from September 4, 2023, the training was provided continuously in the following four modules:

1. Human Resources Management - Hire to Retire (H2R)
2. Inspect to Repair (In2Rep)
3. Finance Management - Finance to Record (F2R)
4. Procurement Management - Procure to Pay (P2P)

The training was delivered to experts from both headquarters and branches. Human Resource Management for H2R, Finance Management for F2R, Property Administration, and General Services for In2Rep, and Tender Management and Property Administration, along with General Services for P2P modules were covered.

Mr. Balay Amenu, the property and general services expert from the Nekmet branch who participated in the In2Rep module, expressed that these trainings will modernize and enhance the efficiency of our institution. He also emphasized that the work requires a wide range of knowledge and professionalism.

Ato Mesert Bitew, representing the Directorate of Human Resource Management, stated that the module offers an opportunity to modernize human resource management operations and implement world-class practices.

In addition to the Distribution Management O2C module, additional six additional modules of TOT training will be provided, including Workplace Health and Safety (EHS), Procurement Forecasting (PI2Pr), Transport Management (TM), Quality and Control (I2R), Warehouse and Inventory Management (S2S), and Extended Warehouse Management (EWM) modules. The training for these modules will continue from October 02 to October 13, 2023.

Preparatory activities are underway to organize the third all-employee Town Hall meeting on the ERP SMILE Project



Dr. Abdulkadir Gelgelo, Director-General of the Ethiopian Pharmaceutical Supply Service (EPSS), will host the third all-employee Town Hall meeting to discuss the ERP SMILE Project.

The meeting will be held virtually and all 19 branch and headquarters employees will take part. The primary goal of this meeting is to ensure that all employees receive the same information regarding the status of the ERP project and get updates on ongoing organization-level changes as part of the overall ERP Project implementation.

The virtual meeting will ensure employees get consistent information on the same day, at the same time, and from the top leadership. Additionally, it aims to enhance transparency and strengthen the working relationship within the organization.

The third Town Hall Meeting will emphasize critical and strategic matters concerning the institution and the digital transformation EPSS is undertaking for the betterment of its internal process and to ensure customer service. Employees will receive invitations to participate in the meeting.

As is customary, following the opening remarks and presentation by Dr. Abdulkadir Gelgelo and the Project Team, discussions will be led by deputy general directors at the head office and Branch Managers at their respective branch Offices.

During the meeting, Dr. Abdulkadir Gelgelo will request branches to collect questions from employees and he will try to provide answers to address any concerns raised.

The SMILE ERP Project launched Tranche II Implementation and initiated the Explore Phase



The Ethiopian Pharmaceutical Supply Service (EPSS) ERP System Implementation Project, also known as SMILE, has completed the planning phase for Tranche II and officially initiated the second phase, Explore Phase, on October 2, 2023.

In Tranche II of the project plan, an explore workshop will be organized for the following modules: Travel Management, Business Plan and consolidation (BPC), Employee Self-Service, Manager Self-Service (ESS/MSS), Performance and Succession Management, Advanced Planning & Optimization (APO), Embedded Customer Relationship

Management (CRM), Recruitment Management, Business Intelligence/Business Warehouse (BI/BW), and an Extended module for EWM.

During the second phase of Tranche II, which commences on October 2, 2023, the project office will organize explore workshops for these nine modules. The objective will be to determine the fit gap with EPSS's current requirement and develop the to-be workflow by thoroughly gathering and refining EPSS needs, as well as incorporating any missing components.

The project is currently in the preparatory phase for transitioning to the fourth stage.



On September 29, 2023, Mrs. Menfese Taddese, the project manager, announced that the Ethiopian Pharmaceutical Supply Service's ERP system project, known as SMILE, is in the preparatory phase for moving on to the fourth stage.

The manager emphasized that the key activities in this fourth phase will be system testing and end-user training for employees who will be using the system. System testing involves ensuring that it functions in accordance with EPSS's requirements, produces the expected results when both correct and incorrect information is entered, and is user-friendly while being secure against various attacks.

The manager stated that the project has made ample preparations for this phase and mentioned that the Deloitte consulting firm has developed a testing

strategy for the SAP S/4HANA system testing, in line with the EPSS's requirements. Simultaneously, a test script is being prepared to verify that the system performs effectively using various testing methods.

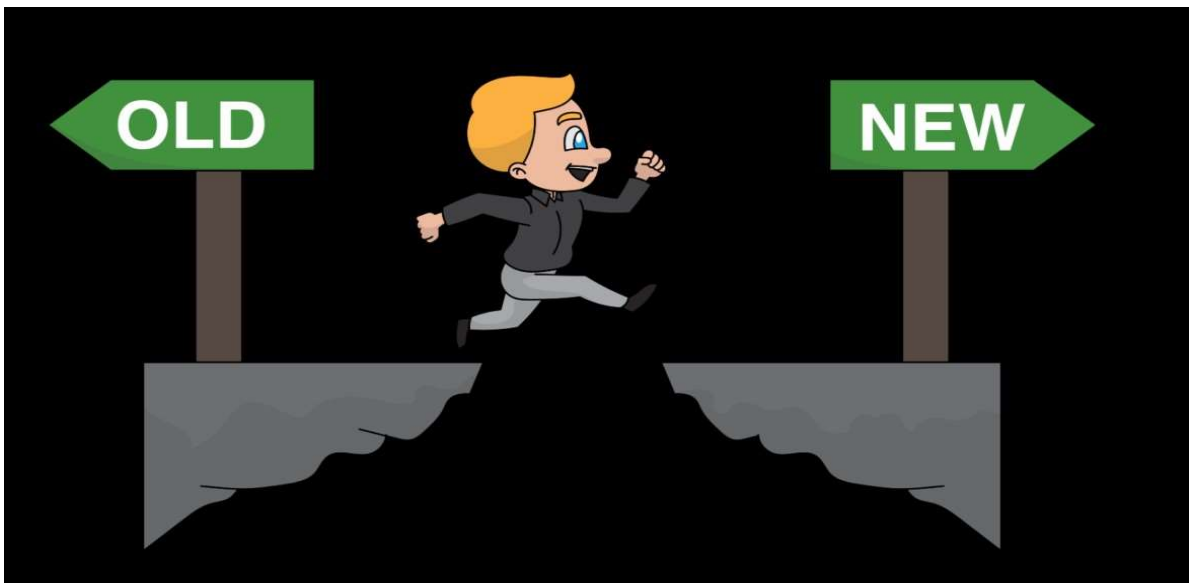
She noted that the testing activities will be carried out by project experts, including those who have undergone Train-the-Trainer (TOT) training. These experts will also be responsible for training future system users.

In accordance with the Business Blueprint (BBP) document, the project team is currently in the final stage of the third phase, completing major activities including system configuration based on the BBP document, providing Train-the-Trainer (TOT) training for selected TOT trainers, and preparing and migrating data into the system for testing.



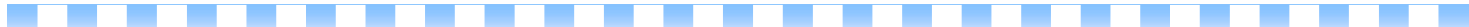
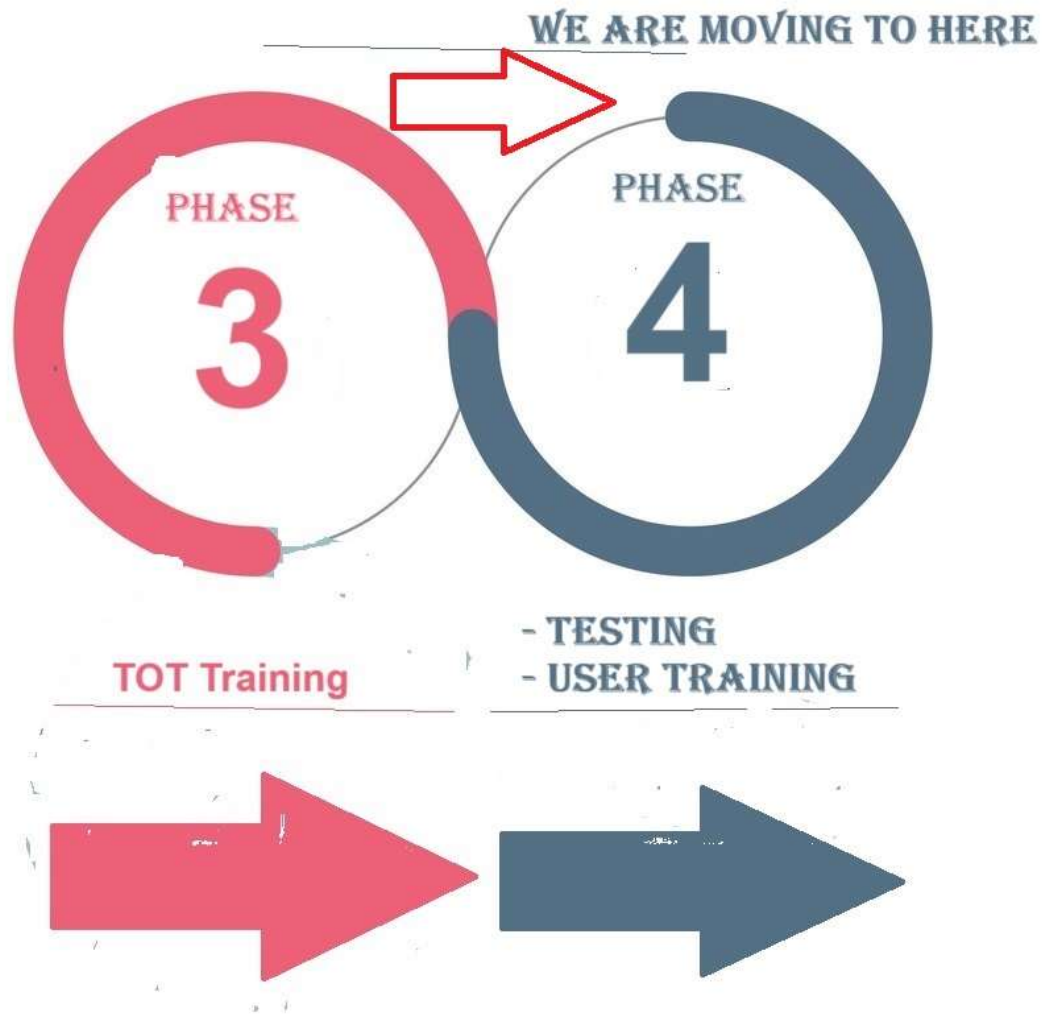
TOT TRAINING

SAP S/4HANA System TOT Training ongoing





Next Phase



TRANCHE II MODULES

IMPLEMENTATION MODULE IN TRANCHE II

