

SAP training for project team and key users

The concept of trainers4training GmbH

Table of content

1. The „ideal project team member“ - the „ideal key user“	2
2. The collaboration of key users and project team in the SAP project . . .	2
3. The training concept of trainers4training for project team members and key users	3
4. The seminars and their content	4
- 1. SAP ERP Business Process Integration	4
- 2. SAP ERP Business Process Integ. f. Automotive Suppliers . . .	8
- 3. SAP ERP Order Fulfilment („SD-Compact“)	11
- 4. SAP ERP Procurement („MM-Compact“)	13
- 5. SAP ERP Warehouse Management („WM-Compact“)	15
- 6. SAP ERP Production („PP-Compact“)	16
- 7. SAP ERP Quality Management („QM-Compact“)	18
- 8. SAP Financials („FI-Compact“)	19
- 9. SAP Controlling („CO-Compact“)	20
- 10. SAP Profitability Analysis (CO-PA)	22
- 11. SAP Product Cost Controlling (CO-PC)	22
- 12. SAP PP to CO integration	23
- 13.-19. Further Compact Trainings	24
5. Recommendation of t4t / contact data	25

1. The „ideal project team employee“ - the „ideal key user“

The successful implementation of SAP in an enterprise is characterized by an intensive collaboration between IT experts and representatives of the specialized departments.

The departments should be represented in the SAP project in the circle of the project team as well as in the group of key users.

The members of the project team, as well as the key-users should be persons that have comprehensive knowledge about business processes of their enterprise and about the tasks of the department that they represent.

They have to be able, to represent the business processes of their department in the project, to recognize and to formulate problems in an early stage and to find implementation approaches.

In their department they have a high degree of acceptance. They are characterized by exceptional engagement and high work load capacity during the daily work. In addition they own abstraction property, diplomacy, organizing ability and poise toward the end users.

2. The collaboration of key users and project team in a SAP project

Key users represent the link between specialized department and project team. They represent the interests of the specialized department opposite the project team. They receive a special role during the transfer of the business processes into SAP.

The project team makes decisions concerning the transfer of the business processes in the SAP-system. Key-users take a critical view to these decisions of the project team. But they also represent an opinion against the end users without making doubts arise at their correctness.

Key users are not only distributors of information of the project team to the end users, but also "Integrators" and "Opinion-makers". They also shape the acceptance for the new SAP solution in the enterprise.

Project team members and key users need the necessary time spaces, so that both their professional as well as their recruiting tasks in the house can be fulfilled. In addition, they must get the necessary „equipment“ for this new role, to become enthusiastic for it, when they have been trained in SAP!

For these reasons, t4t follows a concept that has been successfully proven since many years in more than 50 enterprises with regard to project team and key-user-training:

3. The training concept of trainers4training for project team members and key users

Target:

- Project team members and key-users should receive well-founded knowledge about the **total integration** of the SAP system (across module boundaries).
- In addition, they should become acquainted with the **total spectrum** of possibilities for their SAP modules.
- In an **early project stage** the priorities of the project team and key user training should not be the learning of application details of single transactions. It is better at first to **get knowledge about the possibilities, connections and boundaries of the SAP system.**

In order to achieve these objectives every project team member at the beginning of the **SAP implementation project** and every key user at the beginning of the **Training project "SAP customer qualification"** receives training, consisting of 2 parts:

1. Guide Seminar: Business Process Integration
(SD/MM/PP/FI/CO...) **3-4 days**

Based on a SD customer order the entire core business activities are introduced by using the SAP system. For that, the seminar "SAP ERP Business Process Integration" can be used (t4t-standard-seminars).

2. Compact training **3-5 days**

- Logistics: SD-Compact, MM-Compact, PP-Compact
PM-Compact, QM-Compact, CS-Compact
- Accounting: FI-Compact, CO-Compact, BW-Compact
(where appropriate CO-PA, CO-PC)

These seminars can be followed by seminars with specific, deeply issued topics, which correspond to the work and task fields of the key-users.

For all guide seminars and compact seminars training materials and exercises by t4t are available. When these seminar concepts are used, as they exist, preparation times for an individual creation of training materials does not arise. An adaptation of the seminar contents and documents to your specific wishes is possible.

In the early project stage a customer-specific training system normally is not yet available. Therefore the project team and key user training can be realised on an IDES system (= SAP Standard training system) in this phase. IDES contains all necessary data models for all topics.

4. The seminars and there contents

1. t4t Seminar: SAP ERP Business Process Integration ("SAP-ERP guide")

(Duration: 4 days)

Day 1:
<p>1. The interaction of the SAP modules</p>
<p>1. Organizational structures</p> <ul style="list-style-type: none"> Types and dependencies Sales organizational structures Purchase organizational structures Organization in planning / inventory management / production Necessity of organizational structures How to maintain organizational structures
<p>2. Material master and customer master</p> <ul style="list-style-type: none"> Default values of material master record Material types Views of a material master record Material number Material data maintenance: Accounting Customer master record Account groups Partner roles
<p>3. Sales</p> <ul style="list-style-type: none"> Creating a sales order Standard document types in sales processes Creating an order item: Data origin and data forwarding Structure of the order (User view) Structure of the order (Customizing)

Day 2:

4. Sales (Continuation)

Price determination in sales
 Availability check
 Delivery scheduling
 Transfer of requirements to internal/external procurement

4. Sales information system and planning

Information structures
 Actual data evaluation
 Planning levels
 Create a planning scenario

5. BOM management: Structure

Technical type
 BOM usage
 Item categories
 Customer requirement indicator
 Schedule: Create a material BOM

6. Material requirements planning (MRP)

Pegged requirement / resources
 MRP run
 Lot size determination
 Scheduling
 Management / Coverage of Requirements planning
 Evaluation (MRP procedure list, actual requirement list, actual stock list)

Day 3:

7. Purchasing

Vendor master record
 Purchasing info record
 Environment of the external purchasing
 Create purchase order
 Price determination in the purchasing
 Purchase order with account assignment
 Purchase order processing and management

8. Inventory management and invoice verification

Stock types
 Flow types
 Create a goods receipt posting
 Document overview, stock overview,
 Account assignment for the accounting
 Create an invoice

Account movements: Debits / Credits, GR/IR-
Clearing account
Invoice block as a result of differences

9. Work center and work list (Routing)

Conditions for production order
Work center: Main functions
Work list types (Routing)
Create work plan
Tax key
Routing management

Day 4:

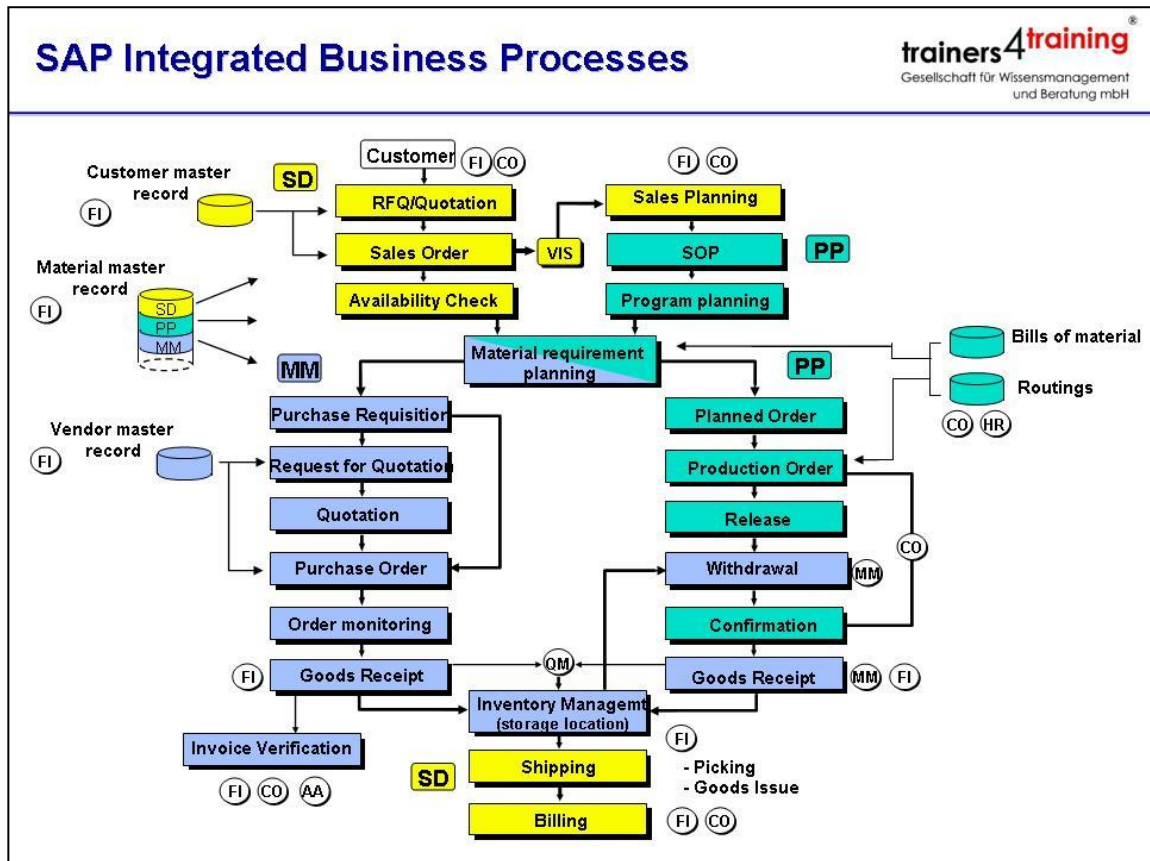
10. Production order

Create a production order
Order status
Opening and release
Withdrawal
Confirmation
Goods receipt
Overhead costs
Order settlement
Technical completion

11. Shipping and billing

Shipping point determination
Delivery scheduling
Create a delivery
Picking and packing
Goods issue with automatic FI posting
Billing documents
Revenue account determination
Document management

t4t seminar "SAP Business Process Integration"



2. Seminar:
SAP ERP Business Process Integration for Automotive Suppliers
 (Contextual differences to seminar 1 are accentuated with blue colour)

<u>Day 1:</u>
1. The interaction of the SAP modules
2. Organizational structures <ul style="list-style-type: none"> • Types and dependencies • Sales organizational structures • Purchase organizational structures • Organization in planning / inventory management / production • Why do you need Organizational structures • How to maintain organizational structures
3. Material master and customer master <ul style="list-style-type: none"> • Default values of material master record • Material types • Views of a material master record • Material number • Material data maintenance: Accounting • Customer master record • Account groups • Partner roles
4. Sales <ul style="list-style-type: none"> • Standard document types in sales processes, Focus: Scheduling agreement type • Create a SD scheduling agreement • Create a scheduling agreement item: Forecast delivery schedules and JIT delivery schedules (LABs and FABs) • Control of relevance to delivery and relevance to materials planning • History of changes
<u>Day 2:</u>
4. Sales (Continuation) <ul style="list-style-type: none"> • Price determination in sales • Availability check • Delivery scheduling • Transfer of requirements to internal/external procurement

5. BOM management: Structure

- Technical type
- BOM usage
- Item categories
- Customer requirement indicator
- Schedule: Create a material BOM

6. Work center and line work list

- Work center: Main functions
- Work list types (Routings)
- Schedule: Create work list
- Tax key
- Routing management

7. Product cost planning

- Costing variants and valuation variants
- Product cost planning run
- Results of the run
- Designation and release of the determined prices

Day 3:

8. Master production scheduling and/or material requirements planning (MRP)

- Pegged requirement / resources
- MRP run
- Lot size determination
- Scheduling
- Management / Coverage of Requirements planning
- Evaluation (MRP procedure list, actual requirement list, actual stock list)

9. Repetitive manufacturing

- Conditions: BOM, work list (routing),
- Maintenance of production version
- Create a CO cost collector
- Planning table
- Capacity planning
- Fixing of planned orders

10. Purchasing

- Vendor master record
- Purchasing info record
- Environment of external purchasing
- Create purchase order or a delivery schedule for a vendor
- Purchasing: Price determination
- Automatic scheduling of lines of delivery schedules with MRP run

Day 4:

11. Inventory management and invoice verification

- Stock types
- Flow types
- Create a goods receipt posting
- Document overview, stock overview,
- Account assignment for the accounting
- Schedule: Create a invoice
- Account movements
- Invoice block as a result of differences

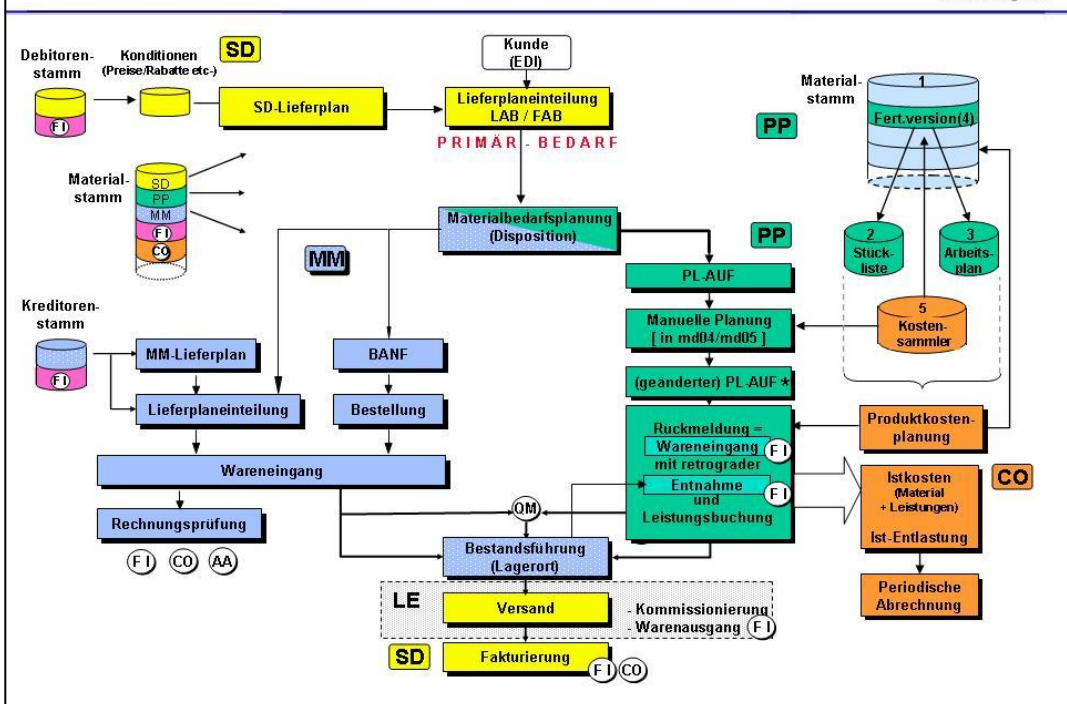
12. Confirmation to run schedule

- Confirmation
- Backflush
- Goods receipt
- Error handling, single step procedure, subsequent adjusting entries
- Representation of the costs

13. Shipping and billing

- Shipping point determination
- Delivery scheduling
- Create a delivery
- Picking and packing
- Goods issue
- Billing
- Document management

Integrierte-Kerngeschäftsprozesse mit Serienfertigung



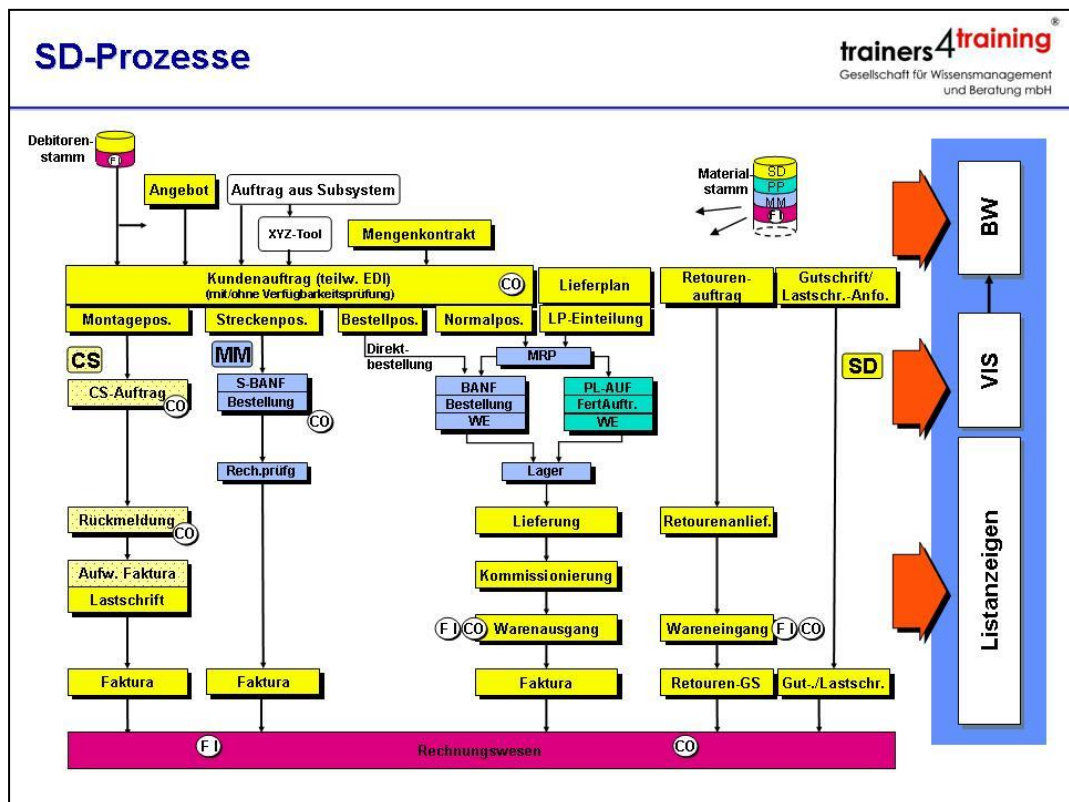
3. t4t seminar: SAP-ERP Order Fulfilment („SD compact“)

(Duration: 4-5 days)

Topic
1. Overview of organizational structures
2. Master data Material master data Customer master record
3. Overview: Sales documents Inquiry, quotation, order Outline agreements: Scheduling agreements and contracts Special documents
4. Functions of sales Order entry Document type / item category / schedule line category Copying control Incompletion log Conditions and price determination Header and item texts Partner functions in the sales document Availability check and transfer of requirements Credit limit check
5. Working with scheduling agreements Scheduling agreement types Schedule: Create a SD scheduling agreement Create a scheduling agreement item Forecast delivery schedules and JIT delivery schedules (LABs and FABs) Control of relevance to delivery and relevance to materials planning Change history
6. Shipping and transport Delivery Picking Packing Transport Goods issue with automatic generation of FI documents Revenue accounts determination
7. Functions of invoicing Billing documents, Entry Billing lists, invoice split Reversal,

Rebate processing, revenue realization, Lists, document flow
8. Lists and evaluation, sales information system
9. Forward look: Special business transactions Assembly processing, Consignment, third party deal and other

t4t seminar „SAP SD compact“



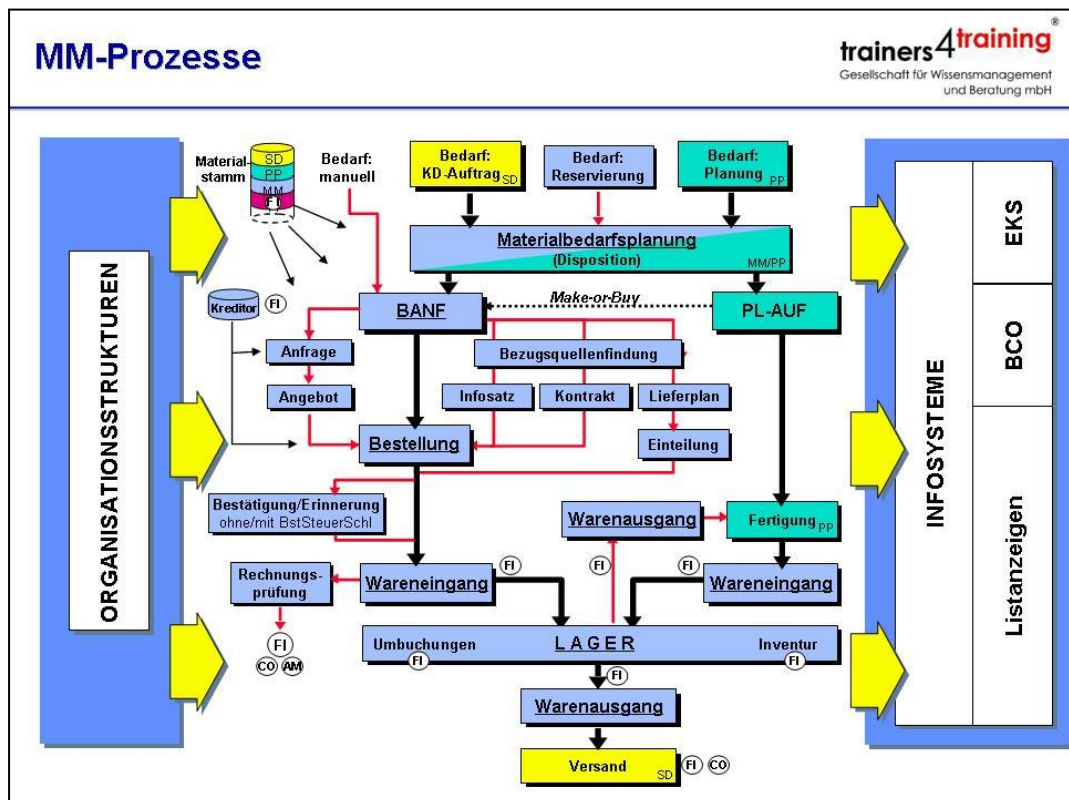
4. t4t seminar: SAP-ERP Procurement („SAP MM compact“)

(Duration: 4-5 days)

Topic
1. Overview Organizational structures
2. Master data Material master data Vendor master (Creditors)
3. Material requirements planning (MRP) Pegged requirement / resources Actual requirement list / actual stock list Parameters of the material requirement planning (procurement type / material requirement planning procedure / lot size) Steps of a material planning run Forecast procedure in the material requirements planning
4. Purchasing The purchase requisition (BANF) The purchase order Standard purchase order Conditions Messages Purchase order with account assignment (account assignment categories) Item categories From the BANF to the purchase order direct over inquiry and quotation over the source determination - Source list - Outline agreements - Info record, info update
5. Inventory management Goods receipts Goods issues Stock transfers / Transfer postings Accounting documents of goods movements Automatic account determination Importance of the GR/IR clearing account
6. Invoice verification Enter an invoice

- Account assignment (moving average price / standard price)
 - Delivery costs, gross posting / net posting
 - Invoice block, tolerances and release
 - Maintenance of the GR/IR clearing account
- 7. Overview: Physical inventory and valuation**
- 8. Overview: WM warehouse management (optional)**
- 9. Overview: Information systems in MM (optional)**

t4t seminar „SAP MM compact“



**5. t4t seminar:
 SAP ERP Warehouse Management („WM compact“)**

(Duration: 5 days)

Topic
1. Overview: Warehouse structure
2. Interfaces to inventory management and other SAP system components like PP, SD, QM
3. Stock movements Transfer requirement and order processing Goods receipt and goods issue Repostings Deliveries Replenishment/KANBAN
4. Storage unit management
5. Inventory methods
6. Hazardous material handling
7. Customizing System settings Placement and removal strategies Automatic transfer order creation Warehouse activity monitor

6. t4t seminar:

SAP-ERP Production („PP compact“)

(Duration: 4 days)

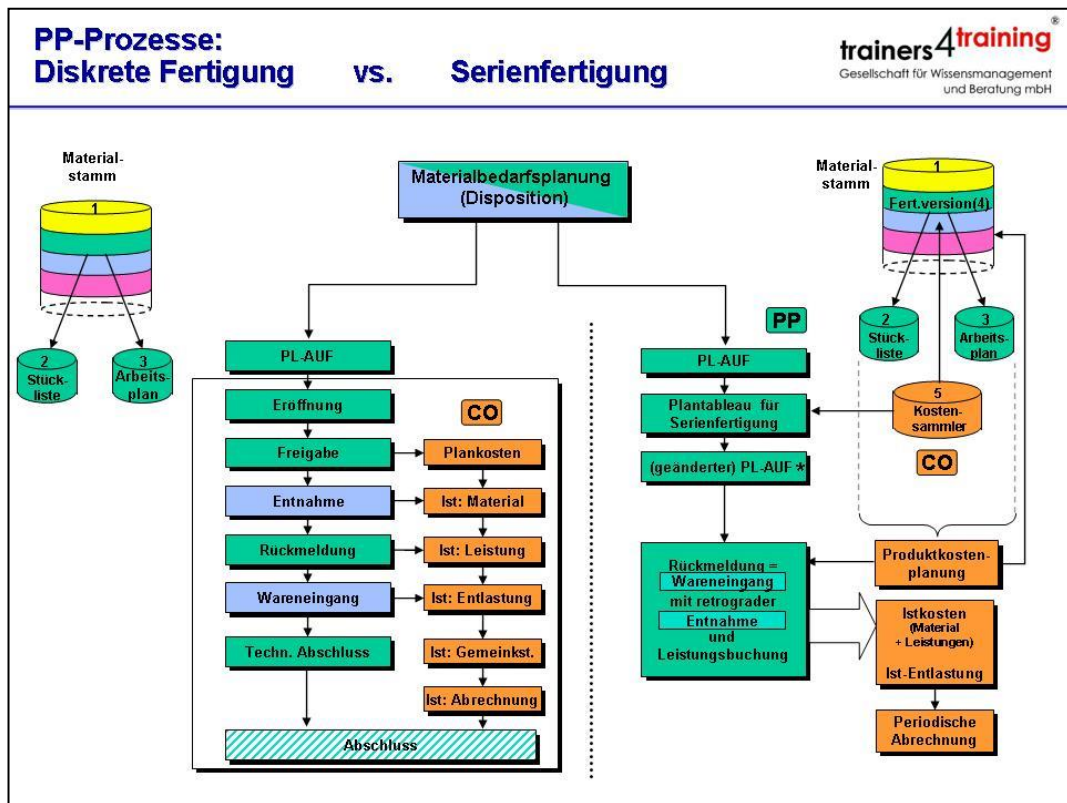
Topic
1. Organizational structures and material master record
2. BOM
3. Work place and work plan
4. Planning strategies (Production by lot size / Make to order production / Planning with / without final assembly...)
5. Sales and operations planing Tools Product groups
6. Demand planning Tools Settlement of sales orders
7. Material requirements planning (Disposition) Pegged requirement / resources Actual requirement list and stock list Parameters of the material requirement planning (Procurement type / material requirement planning procedure / lot size) Scop and steps of a material requirement planning run Long term planning
8. Planning orders
9. Production control Convert a planning order Opening Release Withdrawal Confirmation Goods receipt of the finished product into the warehouse Settlement Technical completion
10. Capacity requirements planning

11. Evaluation and special features

- Special features on repetitive manufacturing
- Costing
- Document management
- Engineering change management

→ **Tip:** The seminar "PP compact" is also offered with emphasis "repetitive manufacturing".

t4t seminar „SAP PP compact“



**7. t4t seminar:
SAP ERP Quality Management („QM compact“)**

(Duration: 3 days)

Topic
<p>1. Integration of QM functions in the logistic chain:</p> <ul style="list-style-type: none">QM in purchasing (integration to MM)QM in production (integration to PP)QM in sales (integration to SD)
<p>2. Representation of the functions</p> <ul style="list-style-type: none">Quality planningQuality inspectionQuality certificatesQuality notificationsTest equipment managementQuality control
<p>3. Implementation of the QM modul in the enterprise</p>

8. t4t seminar:

SAP Financials („SAP FI Compact“)

(Duration: 4 days)

Topic
1. Overview over tasks and methods of financial accounting
2. Master data Customer master Vendor master G/L account
3. Operative postings Incoming and outgoing invoices with layout variants, templates, Park a document, enter document Change and reverse of documents Posting control Balance display and transaction figures Line item display Incoming payments Cash journal Automatic clearing Recurring entries Advance tax return Month-end and year-end closing Preparation of balance Balance sheet / profit and loss statement Coordination / Documentation Automatic payment Dunning, correspondence
4. Evaluations Open item list, account statement Balance confirmation Customers credit control Special G/L Down payments Bills of exchange

9. t4t seminar:

SAP Controlling („SAP CO compact“)

(Duration: 4 days)

Topic
<p>1. Overview over the tasks and methods of the controlling</p>
<p>2. Overhead cost controlling Cost and revenue element accounting Cost center accounting Master data Planing of cost centers Actual value flows Periodic postings Evaluations Overhead cost order Master data Planinng of orders Value flow Period-end closing Evaluations Overview: Activity based costing</p>
<p>3. Product cost controlling Product cost planning Master data Product costing estimate with and without quantity structure Price update Interfaces to FI, PCR and EMR Evaluations Cost object controlling Product cost collector Product order Coist hierarchy Simultaneous costing Periodic closing activities Overview: Actual costing / Material ledger</p>

4. Profitability controlling

Profitability analysis

Structures (characteristics, value fields) of operating concern

Derivation of characteristics

Valuation with the aid of valuation strategies

Actual value flow

Planning tools

Integrated planning

Profit Center Accounting

Master data

Allocation of Profit Center

Planning of Profit Center

Transfer prices

Evaluations

5. Integration of planning data

6. Integration of actual value flow

10. t4t seminar: SAP CO-PA (profitability analysis)

(Duration: 5 days)

Topic
1. Functions in the profitability analysis
2. Representation of different concepts of profitability analysis Structures (characteristics, value fields) of operating concerns Derivation of the characteristics Valuation with the aid of valuation strategies Actual value flow from other modules Planning tools Planning integration The research in the information system

11. t4t seminar: SAP CO-PC (Product cost controlling)

(Duration: 5 days)

Topic
1. Product cost planning master data (material master record, BOM, PP task list, work center, cost center, CO activity type) Product costing estimate with and without quantity structure Reference and simulation costing Price update Customizing of the costing variant and the valuation variant Elementeschema Interface to FI, PCR and profitability analysis Information system
2. Cost object controlling: Product cost collector Production order Cost object hierarchy Simultaneous costing Periodic closing activities Interface to FI, PCR and EMR
3. Overview: actual costing/ material ledger

Further compact seminars:

The following seminars could be also interesting for you.

12. t4t seminar: SAP PP to CO integration

(Duration: 3 days)

This seminar shows the close interlocking of the modules PP and CO in a process-oriented approach. Planning value flow and actual value flow are opposed each other.

Topic
<p>1. Planned flow of values:</p> <ul style="list-style-type: none"> - PP / CO: Master data - CO: Planning of the profit analysis (CO-PA) - PP: Transfer of planning data to the sales operations planning (SOP) - CO: Transfer of scheduled activity to the cost center accounting Plan activity price determination Product costing with planning values Transfer of planned values to the profitability analysis (CO-PA)
<p>2. Actual flow of values:</p> <ul style="list-style-type: none"> - PP: Program planning Requirements planning Processing order processing SD-Sales order processing - PP / CO: Work in process (WIP) Order calculation - CO: Evaluation and deviation analysis

13. t4t-Seminar: SAP Customer Service („CS-compact“)

(Duration: 3 days)

1. CS-Overview

- CS-services
- CS-process
- CS-functionals
- Organizational structures
- Customer and material master
- Work center in CS
- HR master record
- Vendor master

2. Technical Objects

- Types of technical objects
- Serial number management
- Equipment
- Technical work center
- BOM
- Object hierarchies
- Guarantee Types

3. Help-desk transactions

- CS documents
- Service Message Types
- Catalogs
- Measures
- Customer Interaction Center (CIC)
- Message processing, sequence functions, status info

4. Technicians use control

- Service Order Processing
- Order operations
- Capacity Planning
- External services
- Application components (storage, non-stock material)
- Service quotation and service order
- Paging
- Mobile Service
- Confirmation
- Technical Completion
- Billing of service orders
- Warranty
- Costs and revenues

Order settlement and completion

5. Returns & Repair

Process and stages of repair
Equipment and service product
Repair acceptance and start
Customer Service and Repair Contract
Confirmation
Billing
Value flow

6. Service Contracts

Content and structure of the service contract
Contract data
Billing Plan
Price agreements
Contract Billing
Service Products
Service Contract Assignment
Hotline Settlement
Service order with Service Contract
Value flow

7. Planned Service

Routing
Maintenance plan (types, structure, links)
Scheduling

8. Evaluations

Service History
Message- and Order history
DataWarehouse

14. t4t-Seminar: SAP Plant Maintenance („PM-compact“)

(Duration: 3 days)

1. Introduction / Overview

- Logistic processes of plant maintenance
- Types of plant maintenance
- Structure of PM
- Conception of plant maintenance

2. Organizat. structures in the plant maintenance

- General and PM specific organizat. structures in SAP
- PM work centers and their main functions

3. Technical objects

- Functional location
- Example of structure of functional locations
- Equipment
- Usage list of equipments
- BOM's in PM

4. Malfunction-dependent PM-activities

- Business process malfunction-dependent repair
- PM-Order

5. Plannable PM-activities

- Cycle of plannable plant maintenance
- PM Notification
- Catalogs and catalog profile
- Planning options: Internal or external processing?
- PM orders
- Operations
- Internal service items
- Material flow to the PM-Order
- Cost analysis in the PM order
- Multi-level order lists
- Material availability list
- Steps of PM Order: Release, Printing, Material withdrawal, Order confirmation, Technical Closing, Close PM-Notification, Settlement
- Actionlog and document flow

6. External activities

- Reasons for the use of external activities
- Mapping of subcontractors
- Complexity of the external assignment
- Environment of external purchasing
- Assumptions
- Create an order, Confirmation, Clearing, Invoice and controlling
- The service master record

PM-Order, Purchase Requisition, Purchase Order

7. Regular PM-activities

Reasons for the regular plant maintenance
Reduction of plant maintenance costs
General information about preventive maintenance plans
PM-Task lists: Structure
Single cycle plan: Business process and structure
Involving an activity list with the aid of a task list
The Strategy plan: Business process
Task list and preventive maintenance strategy
Create time-dependent strategy plan
Scheduling functions

8. Refurbishment activities

Valuation category and valuation type
The status-dependent material valuation
The moving average price
Serial number: Connection of Material - Equipment
Procedure of the refurbishment of an equipment
The refurbishment order
Cost report refurbishment
Consequence of the Refurbishment of the stock value of the materials

9. Reporting and evaluation

Usage list
Plant maintenance history
Material usage
SAP information systems
Organization of information structures
Information structures in PM
Possible standard evaluations

15. t4t-Seminar: SAP Project System ("PS-compact")

(Duration: 3 days)

1. Introduction

Phases of a project process

2. WBS (Work break down structure) and Project Definition

Creation, Project Profile, Project Builder, WBS hierarchy, Milestones

3. Network and operations

Creation, Network type and profile, Operations, Relationship, Resource planning, Milestones

4. Project Planning and Simulation

Project planning board, Process simulation, Scheduling, Resource planning, internal and external processing, integration with MM and PP

5. Cost and revenue planning, budgeting

Network costing, Revenue planning, Active and Passive funds availability control

6. Realization

Release, Confirmation, Updating of actual data, CO-Account of receipts, MM Purchasing, SD delivery from PS

7. Billing, Settlement, Closing, Archiving

Milestone Billing, PS cash management, Settlement rule, Archiving

8. Information systems

CO-reports, SAP-EIS, BW, ALV

trainers4training offers further compact courses:

- 16. QM-Compact (Quality management)**
- 17. HR-Compact (Human resources)**
- 18. NetWeaver Admin-Compact (Administration)**
- 19. SAP BI/BW-Compact (Business information warehouse)**
- 20. SAP APO-Compact (Advanced planner & optimizer)**

5. Recommendation of trainers4training

The project team and key-user-training **should be started as early as possible**. By this means the concerned employees can reach the required state of knowledge as fast as possible.

Often we did hear by attendees in seminars: "*If we had had this training at the beginning of the project, we would not have made some errors like this and we would have decided in a different way.*"

For this reason, we recommend the early competence enhancement of the employees by use of our training concepts.

The project team and key-user-training can be realised independent of the development of a company-specific test system and independent of decisions concerning the end user training.

Dr. Gabriel Dohmen

trainers4training GmbH
Vorm Holzschlinge 31
32049 Herford

Tel.: +49 251 / 8712657
Mobil: +49 173 / 5234430
Fax: +49 251 / 8712670
E-Mail: sales@t4t.biz