Automating Item Activation Process by Addressing Challenges and Achieving Error-Free Operations

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ABSTRACT

This article highlights the successful implementation of a custom engine in Oracle GRC Preventive Controls Governor (PCG) to address a challenge encountered during the item activation process in Inventory. The existing manual processes exhibited a high error incident rate, leading to various issues in BOM, Costing, and financial accounting due to incorrect attributes. To overcome these challenges, a comprehensive approach was undertaken to improve the processes, streamline operations, and increase productivity. By leveraging controllership and implementing multilevel workflow-based approvals, along with the development of UX webpages in Oracle Application Framework (OAF), the error incident rate was reduced to zero. This article presents the strategies employed, the resulting achievements, and the impact on productivity.

Keywords: Oracle, ERP, GRC, PCG, OAF, UX, Workflow, Audit Rules

1. INTRODUCTION

The item activation process in Inventory plays a crucial role in ensuring accurate attribute management and avoiding issues in BOM, Costing, and financial accounting. However, a significant challenge was observed, as a high error incident rate persisted, leading to multiple problems associated with incorrect attributes. Recognizing the need for improvement, the objective was to streamline the operations workflow and increase productivity by enhancing controllership and automating the item activation process.

This article outlines the steps taken and the outcomes achieved through the development of a custom engine in Oracle GRC Preventive Controls Governor (PCG) Form, Flow, and Audit rules, the implementation of multilevel workflow-based approvals, and the creation of UX webpages using Oracle Application Framework (OAF).

2. METHODOLOGY

Algorithm 1: Custom Engine Development in Oracle GRC PCG

1. Initialize the Oracle GRC PCG platform and set up the necessary configurations.
2. Define the custom engine requirements based on the specific needs of the item activation process.
3. Develop the engine using Oracle GRC PCG Form, Flow, and Audit rules, ensuring adherence to best practices and compliance standards.
4. Test the custom engine thoroughly to validate its functionality and effectiveness in addressing the identified challenges.
5. Fine-tune and optimize the engine as required to achieve the desired results.

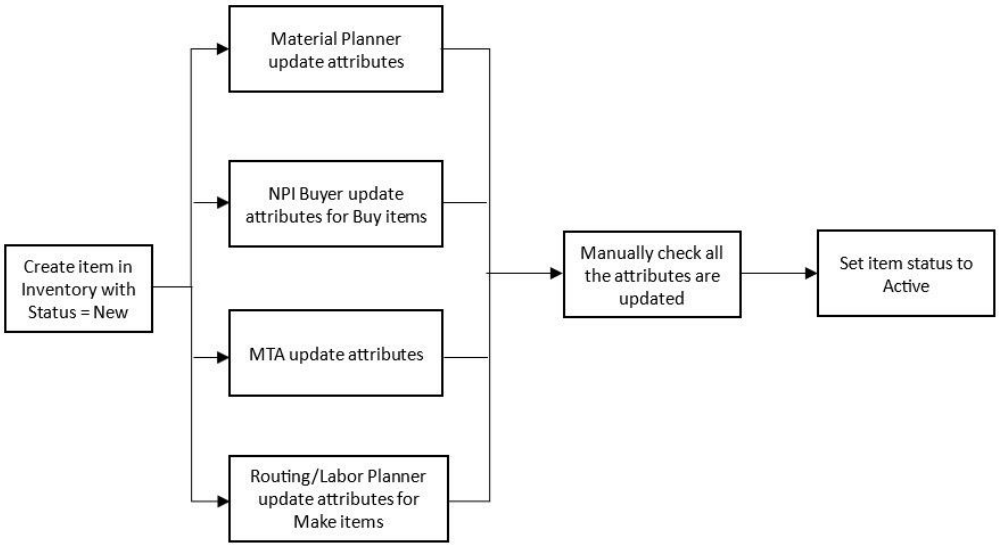

Figure 1: Existing Item Activation Process Flow

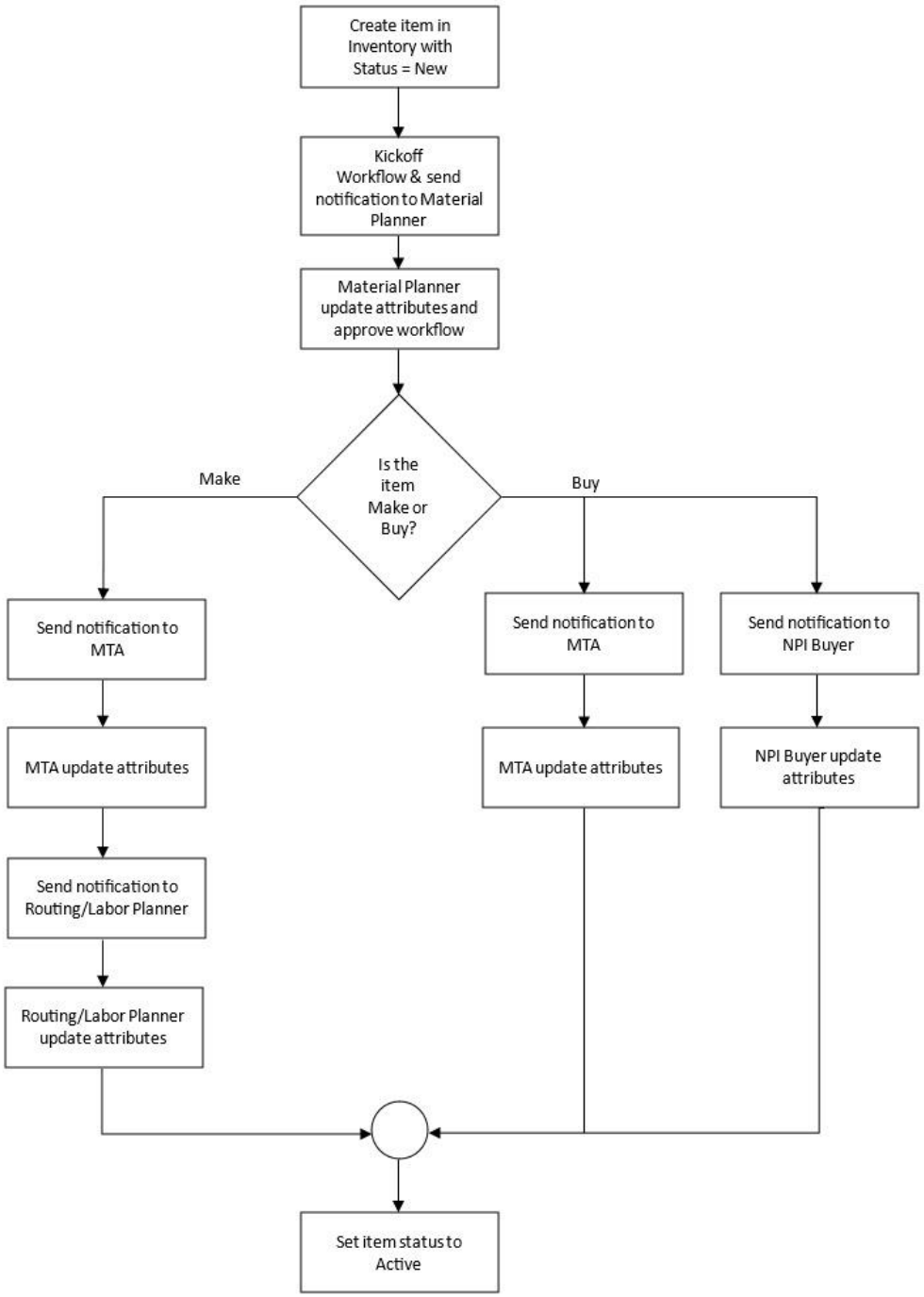

Figure 2: Proposed Item Activation Process Flow

Algorithm 2: Implementation of Multilevel Workflow-Based Approvals

1. Analyze the existing approval process and identify the appropriate levels of approval required for efficient controllership.
2. Design and configure the workflow with multiple approval stages, ensuring proper segregation of duties and accountability.
3. Integrate the workflow into the item activation process, enabling automated routing and notifications to relevant approvers at each stage.
4. Monitor and track the approval progress using appropriate reporting and tracking mechanisms.
5. Continuously evaluate the effectiveness of the workflow-based approvals and adjust as needed.

Algorithm 3: Creation of UX Webpages in Oracle Application Framework (OAF)

1. Understand the user requirements and gather feedback to determine the key functionalities and features needed for efficient item activation.
2. Design intuitive and user-friendly webpages using Oracle Application Framework (OAF), ensuring seamless integration with the existing system.
3. Develop the webpages, incorporating relevant forms, data validation mechanisms, and error handling capabilities.
4. Conduct thorough testing and usability evaluations to ensure optimal performance and user satisfaction.
5. Deploy the UX webpages, provide necessary user training and support, and gather feedback for continuous improvement.

3. RESULTS AND DISCUSSION

The implementation of the custom engine in Oracle GRC Preventive Controls Governor (PCG) Form, Flow, and Audit rules, along with the adoption of multilevel workflow-based approvals and UX webpages in Oracle Application Framework (OAF), yielded significant results. The following outcomes were achieved:

Productivity Boost: The number of items activated per week increased from 100 to 275, resulting in a remarkable 175% boost in productivity. The streamlined operations workflow and automation of the item activation process played a pivotal role in achieving this notable improvement.

Error Incident Rate Reduction: By attaining complete controllership during the item activation process in Inventory, the error incident rate was successfully reduced to zero. This accomplishment had a profound impact on resolving multiple issues in BOM, Costing, and financial accounting, which were primarily caused by incorrect attributes.

Streamlined Operations Workflow: The synthesis of cross-platform functionalities and the implementation of efficient controls and approvals through the multilevel workflow-based system contributed to the streamlining of the operations workflow. The entire item activation process became more efficient, transparent, and accountable, resulting in improved overall productivity.

4. CONCLUSION

In conclusion, the challenges encountered during the item activation process in Inventory were effectively addressed through a comprehensive set of actions. The development of a custom engine in Oracle GRC PCG, the utilization of multilevel workflow-based approvals, and the creation of user-friendly UX webpages in OAF successfully resolved the issues associated with high error incident rates and incorrect attributes. The notable achievements include a 175% productivity boost, a reduction of the error incident rate to zero, and the streamlining of operations workflow through the synthesis of cross-platform functionalities.

The successful implementation of these strategies not only improved the item activation process but also had a positive impact on BOM, Costing, and financial accounting accuracy. The achievement of complete controllership during item activation ensured the maintenance of accurate attribute management, leading to enhanced data integrity and operational efficiency.

The lessons learned from this project highlight the importance of leveraging technology, automation, and controls to optimize processes and achieve higher productivity levels. The integration of GRC rules, workflow-based approvals, and user-centric UX webpages proved to be instrumental in overcoming the challenges faced during item activation. Client can now benefit from an improved and error-free item activation process, enabling smoother operations and increased productivity.

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DEFINITIONS, ACRONYMS, ABBREVIATIONS

ERP: Enterprise Resource Planning
GRC: Governance, Risk and Compliance
PCG: Preventive Controls Governor
BOM: Bill of Materials
UX: User Experience
OAF: Oracle Applications Framework