

## Case Study

## Enterprise Resource Planning and Improving Business Processes

### Azzawiya Oil Refining Company – Improving e-Business Processes

Azzawiya Oil Refining Company, based in North Africa process 120,000 barrels of crude oil per day. The Azzawiya Oil Refining Company (ARC) is a subsidiary of the National Oil Corporation (NOC), incorporated under Libyan Commercial Law since 1976. ARC operates the Zawia Refinery, which was built in 1974 by Snamprogetti, Italy.

Azzawiya is currently the country's second largest oil refinery after the Ras Lanuf refinery. Primary products include naphtha, gasoline, kerosene light, vacuum gas oil, fuel oil, base lubricating oils, and asphalt.



**Partners** Dr Chris Bamber of OLC acting as e-business process consultant to Azzawiya helped ERP providers SAP implement new processes and also appointed third party assessors TUV to certify the newly developed e-business management systems.

**Profile** Enterprise resource planning software has been developed using a series of process mapping and system integration projects led by Dr Chris Bamber and his e-business development team.



**The Vision** To ensure that Enterprise Resource Planning implementation (SAP implementation) was fully integrated with Azzawiya process leaders appreciating the need for process planning, control, improvement and development.

**The Process** The project initially started by scoping an effective Enterprise Resource Planning system incorporating, a business management system that integrates all facets of the business, including planning, refinery manufacturing, sales, and marketing.

As the ERP methodology became more popular, software applications emerged to help Azzawiya business managers implement ERP in business activities such as inventory control, order tracking, customer service, finance and human resources.

This e-business consulting process with OLC identified key areas of improvement for the business which then led to certification, with TUV, of the Azzawiya quality management system within one year of the project start.

**Benefits** A complete and electronically documented business management system, which supported enterprise resource planning, business process improvement and certification of systems. This was the foundation for representing other management systems such as environmental and health and safety systems.