

# Study on Application of SAP Software in Crisis Management

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*Abstract*— Negative events in today's globalized world may lead to crises and thereby affect construction companies in time gradually, especially GST and RERA in India. These events may occur suddenly or after a long process. Process-based crises usually send early warning signals, and construction companies that can catch these signals can prepare against the forthcoming crises. One of the most important processes in crisis management is to establish an early warning system. This provides some time to take the required precautions against potential crises. After catching early warning signals, construction companies that can successfully manage crises inform their personnel about approaching crisis to prepare, organize a crisis team before the crisis, and perform an effective struggle during the crisis. Construction companies which can survive in a crisis may evaluate opportunities of the crisis and start to make recovery studies after the crisis to turn to their former positions. If a construction company estimates a crisis well and executes crisis management efficiently, they can overcome crises with zero or minimal damage. Construction companies should learn crisis and crisis management concepts to escape from crises.

The aim of this paper is to study the principles of projects crisis and to examine several techniques that can be used in the planning, controlling and mitigation stages to overcome the problems of crisis management. Then, a combination of techniques is proposed to accelerate schedules and optimize budgets.

**Keywords**—early warning signals, process mapping flow, sap

## I. INTRODUCTION

Negative events in today's globalized world may lead to crises and thereby affect construction companies in time gradually, especially GST and RERA in India. These events may occur suddenly or after a long process. Process-based crises usually send early warning signals, and construction

companies that can catch these signals can prepare against the forthcoming crises. One of the most important processes in crisis management is to establish an early warning system. This provides some time to take the required precautions

against potential crises. After catching early warning signals, construction companies that can successfully manage crises inform their personnel about approaching crisis to prepare, organize a crisis team before the crisis, and perform an effective struggle during the crisis.

Construction companies which can survive in a crisis may evaluate opportunities of the crisis and start to make recovery studies after the crisis to turn to their former positions. If a construction company estimates a crisis well and executes crisis management efficiently, they can overcome crises with zero or minimal damage. Construction companies should learn crisis and crisis management concepts to escape from crises.

Therefore, in this study, key points such as the concept, properties, objectives, approaches, and the process of crisis management were explained in a detailed manner from the perspective of the construction industry to increase performances of construction companies during crises. Thus, the current study can contribute to construction companies to catch early warning signals of a crisis, to motivate the personnel against the crisis, to perform an effective struggle during the crisis, and to turn to the former position in a short time after the crisis.

## II. LITERATURE REVIEW

### A. Introduction to Crisis

Crisis, according to Hallgren and Wilson (2008), is any incident that poses a threat to an organization's security or has an adverse impact on its financial situation, relationships, or reputation in the marketplace. Ocal, Oral and Erdis (2006) mentioned that crisis can be either abrupt or cumulative. They described 'abrupt crisis' as an unexpected impact of internal and external disturbances that is generally more specific, but less predictable than a 'cumulative crisis'. In contrast, cumulative crisis is foreseen although it may occur suddenly. The crisis occurrences can be seen, to a certain extent, as an examination of the response capacity of the concerned organization. Thus, when they occur, crises highlight

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