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There are both internal and external forces which can cause an organisation to require a change. External forces can be the external environment, customers needs or competitors. The change required in this business is an internal need which according to 'Lawrence, 1964' comes into the category of a technology change, which covers new work is done and improving efficiencies of work.

The main reason for this change is that the new ERP system will make the business a much more efficient work place. This will be done by speeding up stock checks so management will have a clear idea of inventory levels. This in turn will allow for better cost control as there will not be excess stock sat in warehouses, which cost to rent. Money will also be saved in admin time as the ERP system will allow for each transaction to be carried out and faster than if it were to be done manually.

If the new system allows to monitor stock levels then this will also make it easier to fulfil customer orders faster which will be a driving force for them to choose to keep us as their supplier rather than using a competitor which strengthens our position in the market.