

# Change Management: A Union of People, Process and Technology

Orchestrate Effective Transformation Within Your Organization

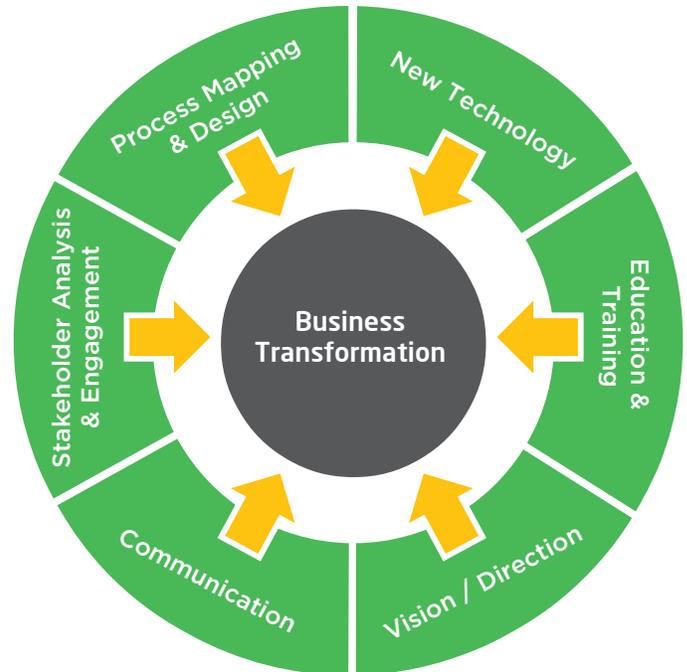


## Introduction

The term “change management” refers to the process by which organizations undertake variations in their business strategies and processes in order to become more innovative, improve flexibility and more readily adapt to a constantly evolving global marketplace. For supply chain operators, change management is absolutely critical; the way in which you react to certain events and improve your business has a hand in determining how you succeed as a business.

Achieving the full-potential of any transformation and giving organizations the power to transform business processes with minimal disruption is a challenge businesses face today. In addition, getting the most out of existing and new technology solutions, as well as adapting innovative business processes while gathering organizational alignment is an issue for businesses wanting to quickly adapt to transformational practices.

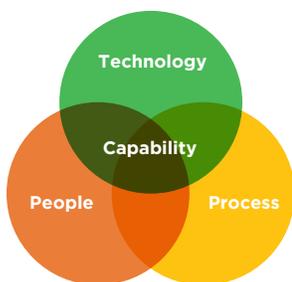
System and tool implementation is a difficult and high cost proposition that places tremendous demands on corporate time and resources. Many implementations without Organizational Change Management involvement have been classified as failures because they did not achieve predetermined corporate goals.



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## Key Considerations

Managing change isn't an easy process, however. **A recent study found that 48 percent of companies are only somewhat or not at all prepared to undergo business transformation.** There are many factors involved in such an undertaking, such as employee relations, system operations and time management. It isn't just an implementation of new tools: For these strategies to succeed, a marrying of people, process and technology must take place.



First and foremost, change management depends on the **people** involved with the operation and requires getting them on board. If the desired change isn't communicated effectively or within the right amount of time, disconnect can occur, hindering even the most carefully planned improvements.

Making sure the right **processes** are in place to support any organizational or digital change is important, as well. In order for change management activities to succeed, strategizing is key, and time management even more so. Putting a proper strategy in place is critical in order to ensure the team is prepared for the change taking place.

With employees on board and processes effectively strategized, **technology** is the final piece of the puzzle that can bring everything together and help keep everything aligned. The right change management tools can help organizations maintain compliance in a rapidly changing global landscape, as well.

Business transformations are more than just implementing new systems. Breakthrough business transformations also deliver successful adoption of new capabilities.

A comprehensive and integrated approach to Transformational Change Management encompasses people, processes, and technology. By successfully aligning and integrating these elements in a planned and 'capability focused' way, organizations can effectively manage and deliver change.

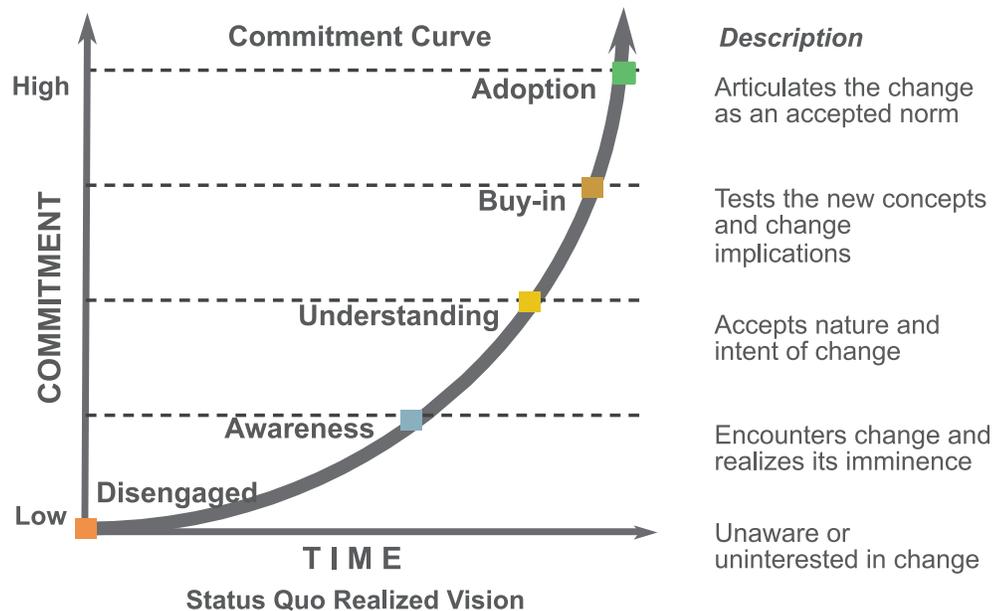
## Organizational Change Management Tools

A comprehensive library of IP driven change management tools and materials, leveraging best practices is important for any Change Management transformations. Some of these tools are listed below:



## Change Adoption Objective

The Commitment Curve to the right illustrates the levels impacted stakeholders go through during a Change Management project. The goal of Business Readiness is to help drive stakeholders up this curve and understand where they are in their engagement and support of the program.



## Benefits

Organizational Change Management Benefits include:

- #1 Reduced negative impacts of change on the business (organizational structures, policies, business processes, and employees)
- #2 Increased employee commitment to change
- #3 Increased speed of adoption to new technology
- #4 Reduced project risk (on time, on budget)
- #5 Maximize business results, achieving the project ROI



## Inspirage IP Driven Change Management – Delivered by Supply Chain Management Consultants

At Inspirage, change management is delivered by industry and supply chain experts. Our comprehensive change management methodology and toolkit has been developed and refined over the years through our experience with over 100 project implementations. Our change management practitioners work seamlessly with business application consulting as one team. We offer different levels of change management and training packages to suit customer needs and varying degrees of transformation complexity, and we have managed and delivered change management services to some of the world's largest and most complex supply chain organizations.

### Inspirage Methodology

Change management reduces risks for our clients & increases time to value. Inspirage provides three options for Organizational Change Management where the client can assume less responsibility and risk:



Inspirage also provides three levels of education and training in addition to our change management solution.

#### Rapid Value training:

- Pre packaged training content for super user & end user training with customer specific format (e.g. screenshots etc.)
- Focus is on application training

#### Gold Training:

- Training needs analysis and strategy
- Detailed work instructions, Quick reference guides etc.
- Training evaluations to measure effectiveness
- Equal focus on Business processes & application training

#### Platinum Training:

- All benefits of Gold plus web-based training & demonstrations
- Dedicated training resource to manage on-demand eLearning, UPK's, LMS integration etc.
- Tool agnostic training including foundational learning

### Conclusion

Change Management reduces risks and increases time to value. When people, processes and technology are all working in sync, organizations can enact their change management strategies successfully. Inspirage's Management Consulting team can help you develop a capability-focused plan so that all of these characteristics work in unison to orchestrate effective change within your organization. Our team can help you achieve the full-potential of any transformation, which means giving you the power to transform your business processes with minimal disruption.

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Inspirage is the integrated supply chain specialist firm solving business critical challenges from design to delivery. The company delivers end-to-end consulting and implementation solutions that link Innovation Management, Supply Chain Management and Logistics Management. Inspirage partners with their customers to break down information silos and optimize performance to accelerate innovation, fuel growth and achieve operational excellence.