

Driving Organizational Change Through Process Control

How to Leverage Process Control to Ensure Lasting Change and Drive ROI

Every day you learn of new regulatory requirements, stiffening International Standards, and increasing customer expectations. Each industry faces unique challenges, such as the following:

- Medical device manufacturers are required to transition to a new Quality Management System (ISO13485:2016) with new risk assessment requirements and Application to organizations throughout the lifecycle and supply chain.
- CAFE requirements issued by governmental bodies are forcing Automotive manufacturers to use lightweight materials that increase manufacturing waste.
- A new Battalion Commander of a Army Reserve Unit finds existing unit leadership ineffective, with battlefield deployments imminent, and a 2 year command rotation that limits his opportunity to transform the unit to his desire.

Your competition is smart and seeks advantage at every turn and this creates pressure. These pressures require lasting change in order to succeed. What typically happens is leadership at your organization will assess the situation (i.e. SWOT) and then look internally for a response.

Leaders are responsible for changing people, products, and processes to ensure their organization remains relevant, competent, and competitive. This is a critical role that is unique to leadership.

The Fuel of Change is Process Control

A process control approach is preferred, as it compounds behavior change. Desired actions lead to institutionalized behaviors and a transformational shift in your organization. The process control methodology is to define the new standard, communicate the new standard, and manage to the new standard with great discipline.

Changing people, product, or process is risky and challenging.

- *Is the quality of our solutions sufficient?*
- *Will affected parties accept the change or minimize success with poor assimilation?*
- *Will stakeholders accept the ROI?*

The fuel of change is process control

Quality of Solution

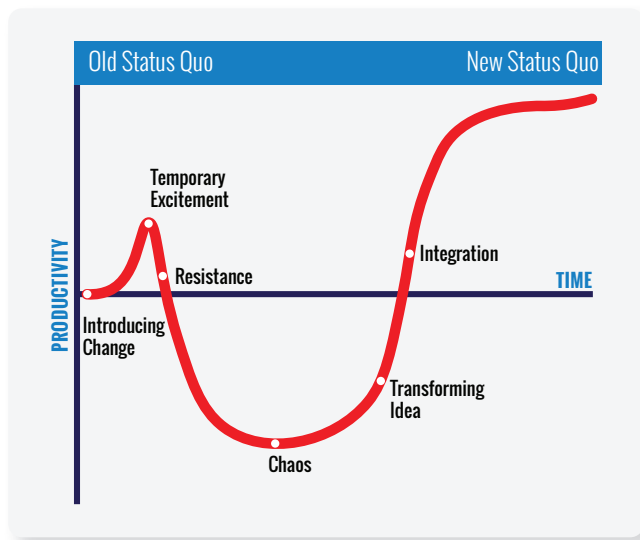
Subject matter expertise (SME) is key to defining high quality solutions. If you assess your team lacks SME to define high quality solutions, outside sources are available and offer a cost effective alternative to hiring new employees to fill the expertise gap. Find the organization with the desired SME, and negotiate a system for transferring that knowledge to your team or simply outsource the task to a trusted expert.

Accepting the Change

The cost of change is more than the training, materials, and infrastructure needed to enact the change. The cost of implementing change is increased by any lack of acceptance from affected parties. This includes both the opportunity cost, or loss of potential gain from the change, and added costs for re-training those resisting the change.

If you've led people for any length of time, you recall perfectly sufficient solutions that failed to deliver expected results as affected persons failed to implement or leverage the solution properly.

By definition, change is disruptive. Accept that fact and manage the disruption. An experienced leader will prepare the affected parties for the disruption, spend time and energy explaining both What is changing and Why change is required, and specifically How that change will affect the person in audience. The better informed and motivated team member will be better prepared to contribute to the success of the change.



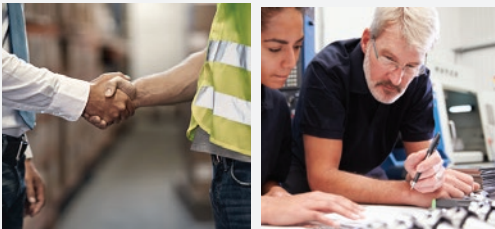
Team member training will require careful planning to ensure the appropriate personnel are available to participate while regular operations continue. Education and training can be costly; however, emphasizing the importance of the change to junior leaders will yield better results for the organization as a whole and shorten the transition period.

Not every team member will successfully navigate the change. Knowing the cost of turnover (recruiting, training, culture), a smart leader will manage the change process to mitigate these costs.

Ensuring Stakeholder Satisfaction and ROI

Leadership is a solitary and difficult endeavor. Both internal and external stakeholders are exceptionally demanding, and it can often feel like you are all alone on an island. The Phoenix Group helps leaders face their challenges and provide reprieve from the solitary nature of that role. With nearly 30 years of successfully consulting change, Phoenix can help ensure your stakeholders will recognize the quality of your decision to leverage our skills for their returns. With The Phoenix Group, you'll find a partner that can improve your ROI and stakeholder satisfaction, while making your job as a leader more gratifying.

phoenixgroup



To learn more about The Phoenix Group
visit us at: www.thephxway.com

Process Experts

The Phoenix Group is a values-driven team that partners with process-focused organizations to drive operational excellence through process consulting and technical outsourcing solutions. With an emphasis on establishing efficient operating systems, our technical outsourcing and consulting experts work side-by-side with your team to ensure accuracy, safety, and efficiency, while driving lasting organizational change.

Want to learn how you can ensure successful change at your organization? Get started with a free consultation.

[Request a Consultation](#)