

Manufacturer ready to implement significant change

Situation

- A Global manufacturer was replacing the way it documented production batches from a paper based to an electronic system
- Three Manufacturing sites across the world were selected to be pilots covering two different groups of products
- The project had developed as an “IT owned” initiative with changes to the ways of working not well defined or understood

Action

- Stakeholder maps were created across the three pilot sites
- Successes and learnings from previous changes were collected
- Sponsor contracts were developed so those leading the change knew what was expected
- Change plans including communications and training were developed with representatives from each of the three sites
- Training in change management was organised for key members of the project team
- A series of workshops were developed and facilitated to kick off project teams, assess the impact of change, engage business sponsors and develop communication and training plans

Result

- There was a shift in business readiness for the system implementation with stakeholders ready to embrace the benefits the system will bring
- Plans are being implemented and tracked in a disciplined fashion,
- The Canadian organisation has taken a lead role in Change management for all three sites and has been assigned sole responsibility for piloting one of the groups of products due to the leadership it has shown