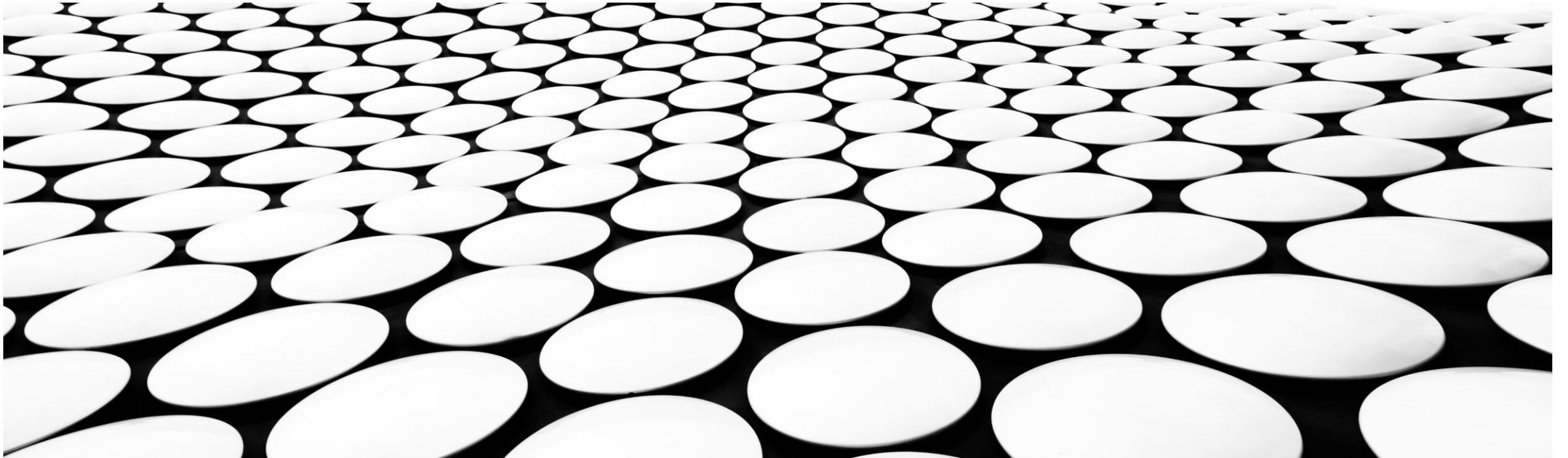


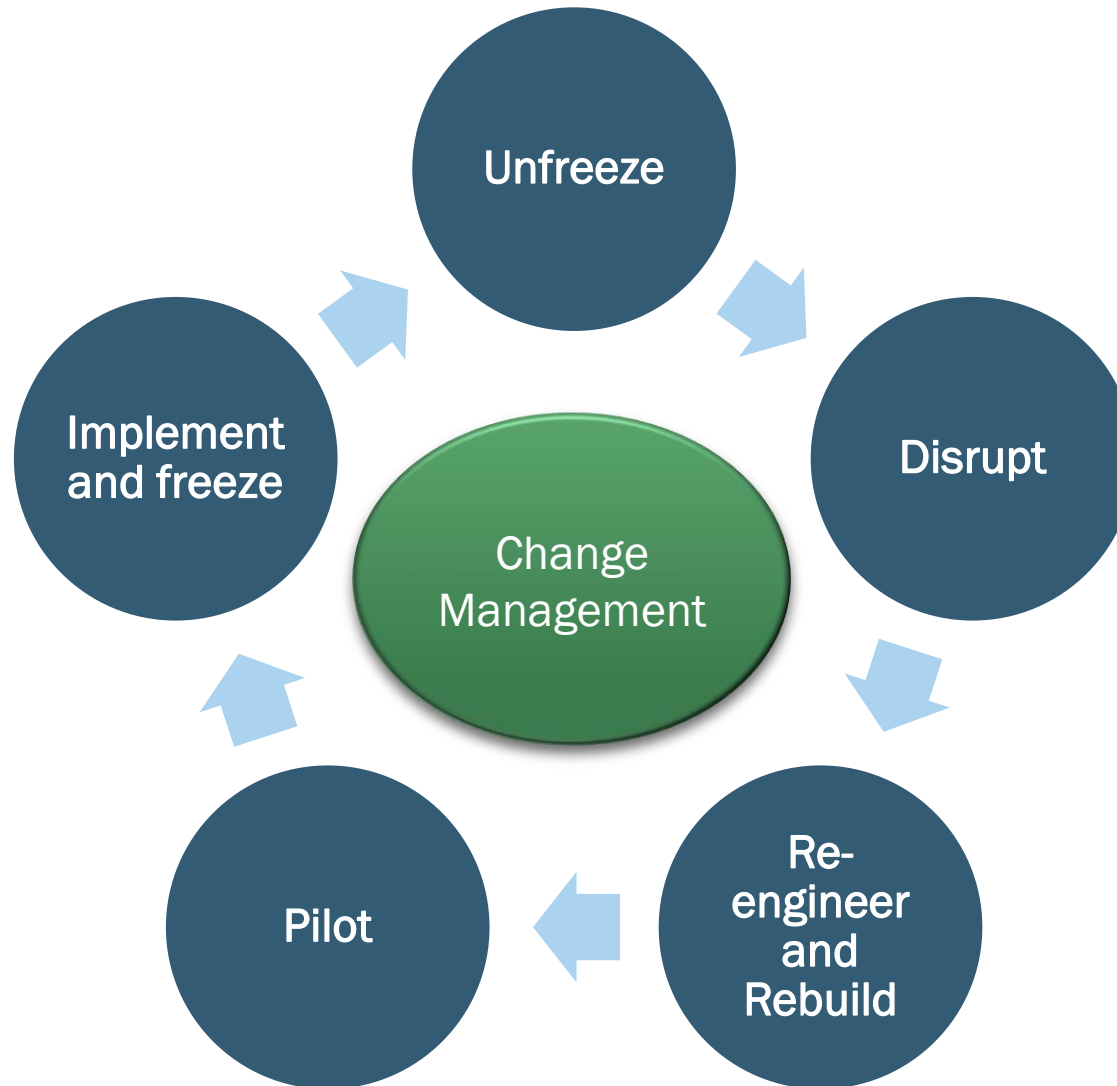
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# **CHANGE MANAGEMENT – AN OVERVIEW**

**B D CHATTERJEE FCA, ACMA, ACS, DIP IFR (ACCA) – UNITED KINGDOM**



# CHANGE MANAGEMENT – SUGGESTED STEPS



## CHANGE MANAGEMENT – UNFREEZE PROCESS

- Review existing process
- Identify process gaps and inefficiencies
- Unfreeze process
- Make preparation for process disruption

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## CHANGE MANAGEMENT – DISRUPT PROCESS

- Plan disruption
- Anticipate impact on operations
- Budget for incremental cost of disruption
- Manage impact
- Plan to re-engineer and rebuild

## CHANGE MANAGEMENT – RE-ENGINEER AND REBUILD PROCESS

- Start from identification of process gaps
- Develop blue print of re-engineered process
- Address and plug the defects of the original process
- Highlight benefits of the new process with the help of cost benefit analysis

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## CHANGE MANAGEMENT – RUN PILOT

- Carry out pilot of the re-engineered process
- Identify and weed out errors in steps related to the process
- Manage the consequent impact of the re-engineered process on operations
- Identify redundancies in resources and take management action in redeploying them or remove them from the eco-system

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## CHANGE MANAGEMENT – IMPLEMENT AND FREEZE

- Review results of pilot
- Evaluate whether all process gaps highlighted in the earlier process have been addressed
- Manage to respond to teething issues of the new process
- Implement and freeze new process

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## CHANGE MANAGEMENT – ENABLERS

- Technology support
- Management support
- Buy in from key stakeholders
- Environment, social and governance eco-system support
- Effective communication

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## CHANGE MANAGEMENT – EXAMPLES

- ❑ Corporate restructuring
- ❑ Centralization versus Decentralization
- ❑ System implementation
- ❑ Transition to digital environment through technology transformation



**THANK YOU!**