



# Rationalise and plan for the future

## Exec Summary

Change Delivery Associates

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it's all in the delivery



# The challenge

- A Business that has many layers and encompasses aspects of 3 sectors usually separated
- Some under performance in some areas
- Work to be done to validate vision and strategy
- No processes in place to measure and deliver change
- Culture variations across business model variations
- New members of the leadership team





# Our approach

- Leadership sessions to agree cultural aspects, change capability, desire and leadership challenges, timeline, budget and outcome expectations, ongoing facilitation of management board. Coaching of new Transformation Director and team.
- Agreed implications of options considered for potential people, customer, operations and financial.
- Alignment to all countries and business lines, inclusion of all functions and teams in outcome, approach design and planning.
- Development of internal change function, hands on leadership where required.
- Regular communication on progress, risks and issue management managed openly and inclusively.
- Functional head lead, with clear and owned responsibilities within the business
- Benefits internally owned and measured.
- Internal and external communications lead through business.
- Organisational and business model changes lead from within.





# The outcome

- Development of a 5 year strategic framework, its constituent parts and foundation assumptions to deliver core business profitability (Exit / Outsource of 1 / 4 country operations respectively)
- Facilitation of leadership team.
- Created business decision hurdles to ensure transparent and consistent decision making.
- Development of SMART business objectives to ensure focused measurement of strategic framework aligned to new balanced business KPI's.
- Mentoring & development of the new change director.
- Creation of business specific change processes, tools and supporting governance.
- Definition & delivery of the programme to deliver the cultural and behavioural change across the business strategy
- Design and set up of change team and Project Management Office.

