

Effective Process Improvement and Change Management

- What is Leading Change?
- Why is change important?
- How do identify potential areas for strategic change?
- What specifically can you change in a process?
- How do you manage change?

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ECQ 1: Leading Change


- Ability to bring about strategic change
 - Creativity and Innovation
 - External Awareness
 - Flexibility
 - Resilience
 - Strategic Thinking
 - Vision

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Regulatory Considerations for Initiating Strategic Change in Fed Gov


strong/obvious strategic alignment

<p>What vulnerabilities require immediate attention? What will it take? What is the impact of not doing this? What are the risks of not doing this?</p>	<p>Mandatory & Not Done</p> <p>More/Less FTE's Realignment New PD's, KSA's New organizations</p>	<p>Mandatory & Done</p> <p>SOP's Automation Performance Metrics</p>	<p>Who mandates (Federal, Agency or Office reg)? Are processes and procedures defined or flexible? How can improvements be gained through efficiency, transparency, or use of technology? How can we reduce cost, duplication, or eliminate outdated approaches?</p>
<p>What is the cost-benefit? What is the value added? Who is the champion? How does it support the mission or other strategic plans?</p>	<p>Not Mandatory & Not Done</p> <p>Partnerships Quality Accountability Greater profile</p>	<p>Not Mandatory & Done</p> <p>Org culture and traditions Self-imposed practices</p>	<p>What is the cost-benefit? What is the value added? Who is the champion? Why has it been successful? What is the impact of continuing or eliminating this?</p>



Discovering Unknown Opportunities

- Formal Methods: benchmark against best practices, conduct focus groups, post Federal Register notice
- Informal Methods: talking to customers, employees, etc.

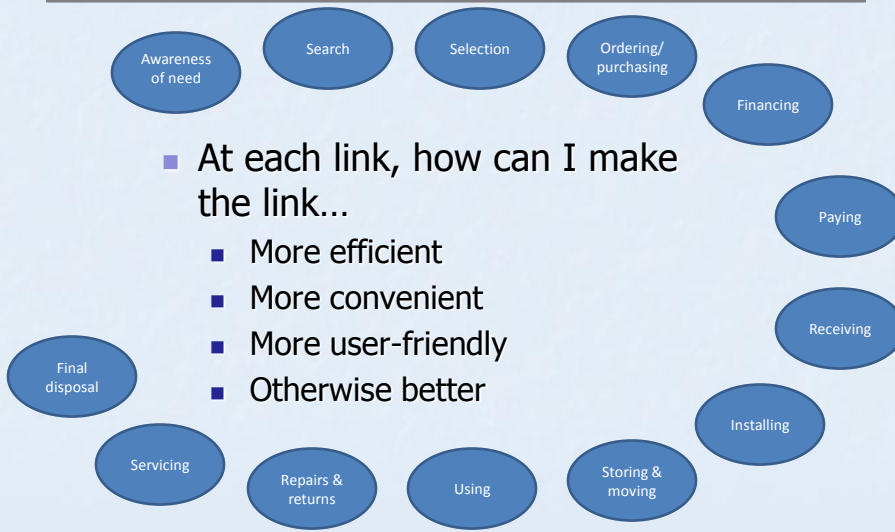


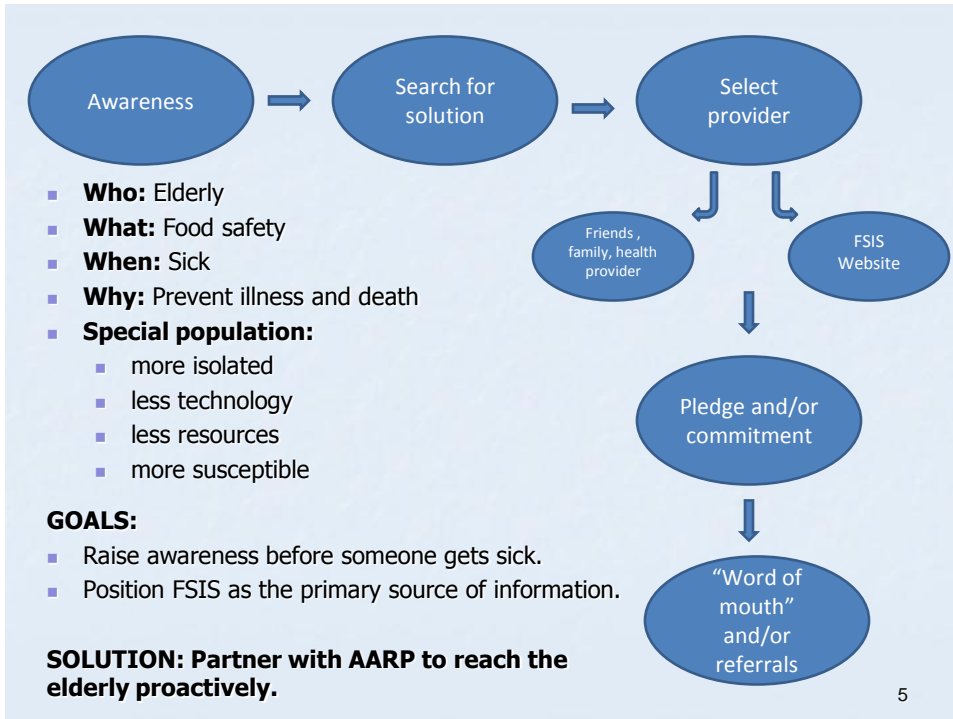
Information in Boxes Can Be Fluid

For example, something that is in one quadrant can move to a different quadrant as a result of changes in policy or shifts in priorities, etc.

Developed by Lorena Carrasco 4/23/08

Consumption Chain Analysis





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Analyzing the Links

- Why is the customer there?
- What is the customer doing there?
- How long does it take (on average)?
- Whom or what does the customer interact with?
- What are the major challenges the customer encounters at this link?
- Other relevant questions

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Managing Change

Kotter Model

- Understand
- Enlist
- Vision
- Motivate
- Communicate
- Act
- Consolidate
(Celebrate)

Include

- Budget
- Regulatory
Implications
- Options with
advantages/benefits
and drawbacks to
assess **CALCULATED
RISK**

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