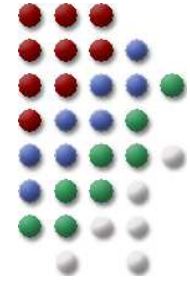


The only thing for Sure is



Change!

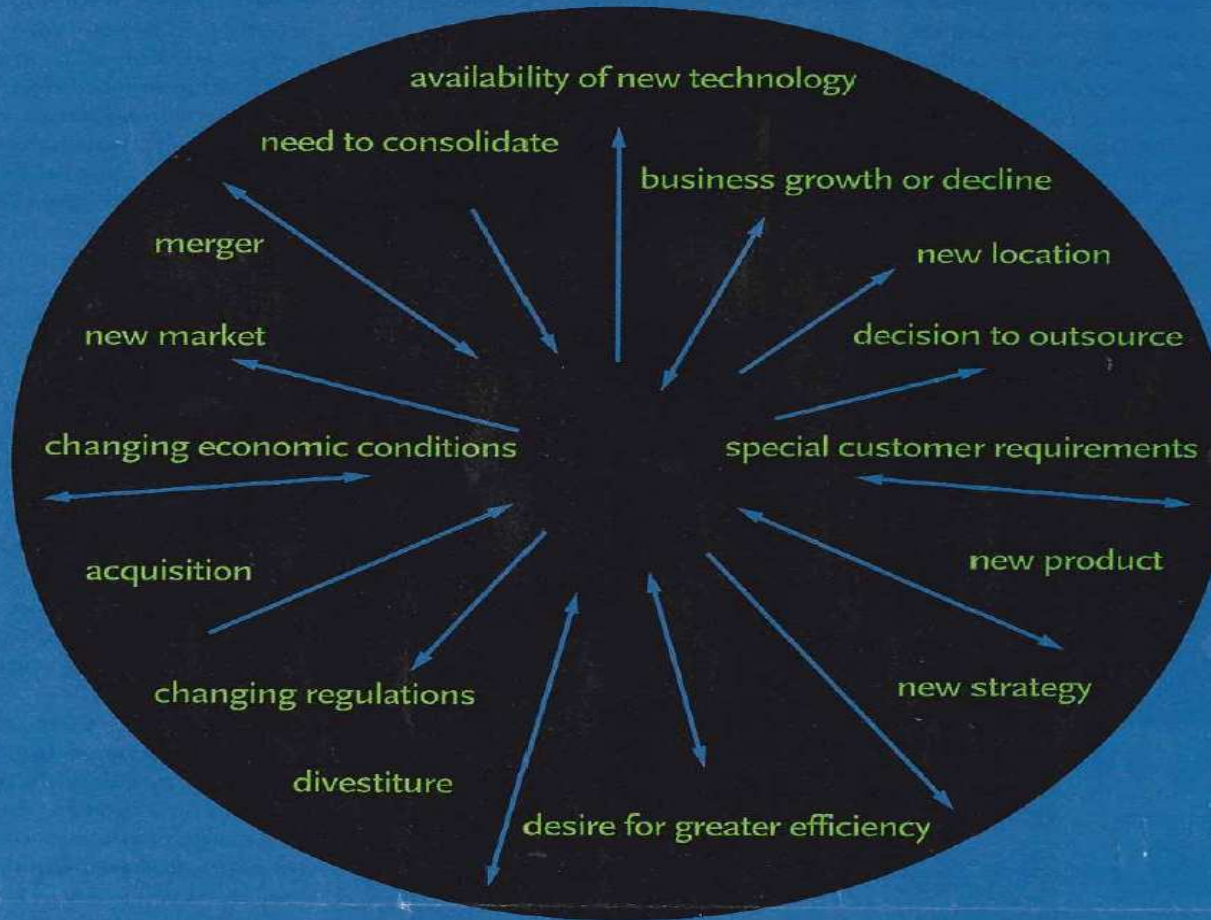
Currently the economy is forcing many businesses to consider their options and it is inevitable that Quality Management Systems will be affected.

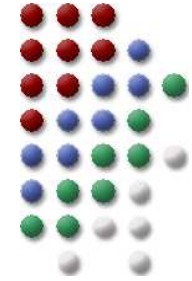
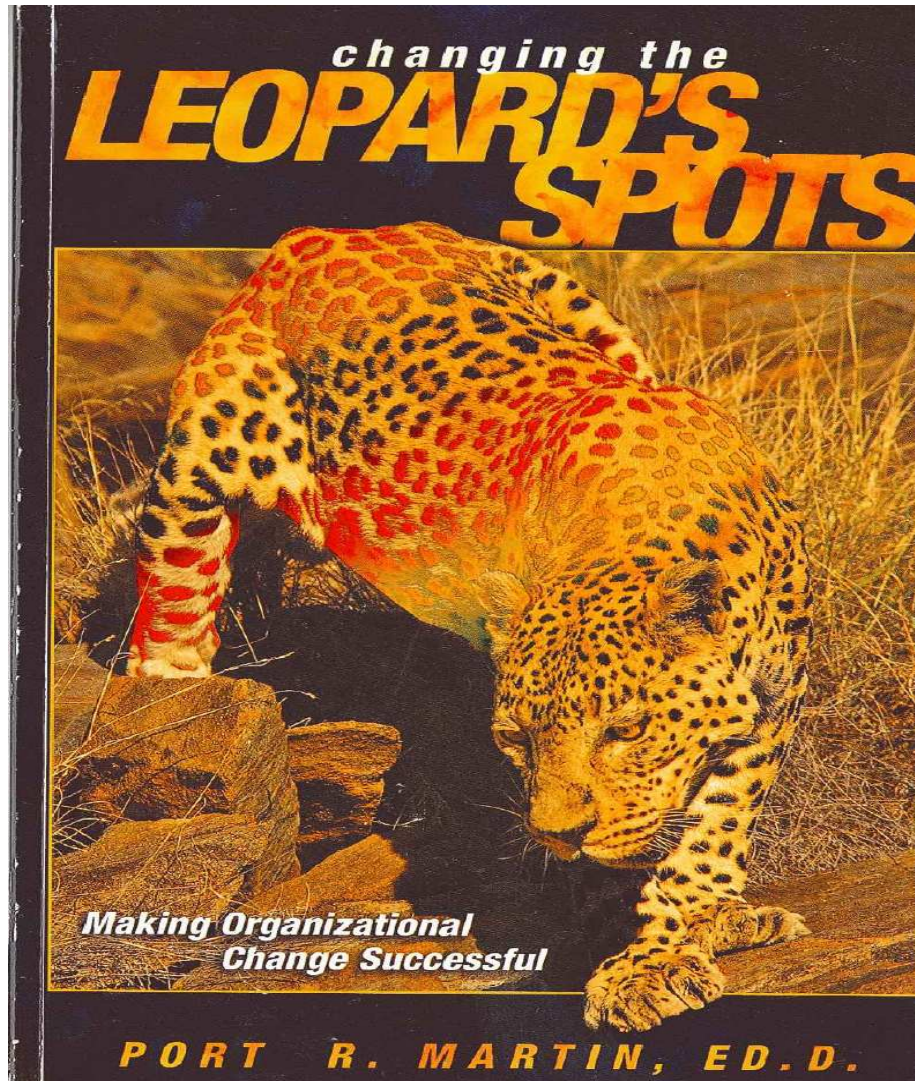
Some options that are being considered:

- Downsize
- Improve Competitiveness through acquisitions
- Be more innovative through the release of a new product



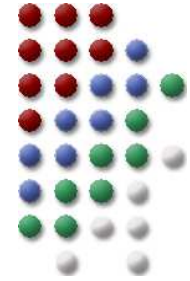
Is your company facing change?



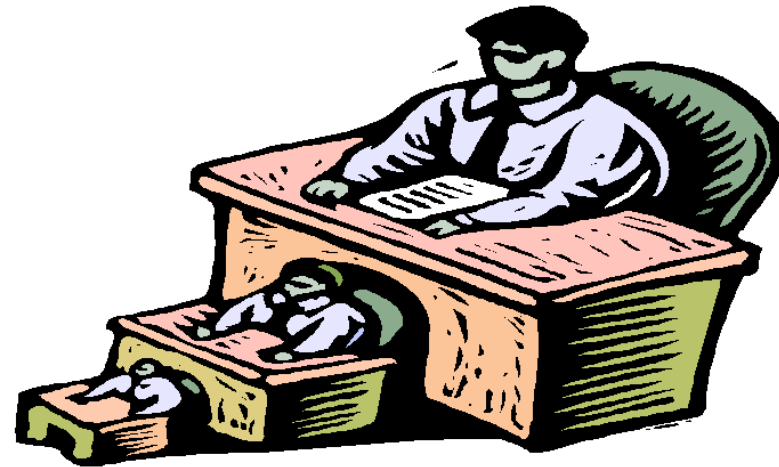


**Thanks to Bob
Martin, Ph.D
for majority of
the content**

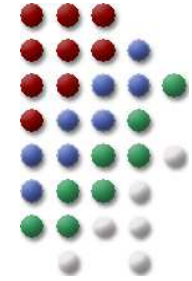
Typical results to changes



- An extensive plan to impose a degree of centralization
- When complete ***Everything had changed, but nothing was different***
- ***Several layoffs, a few months, and many resentments later, the company righted itself and continued on the path that led to its being sold.***

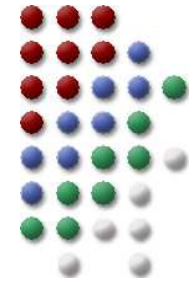


Changes cause/affect

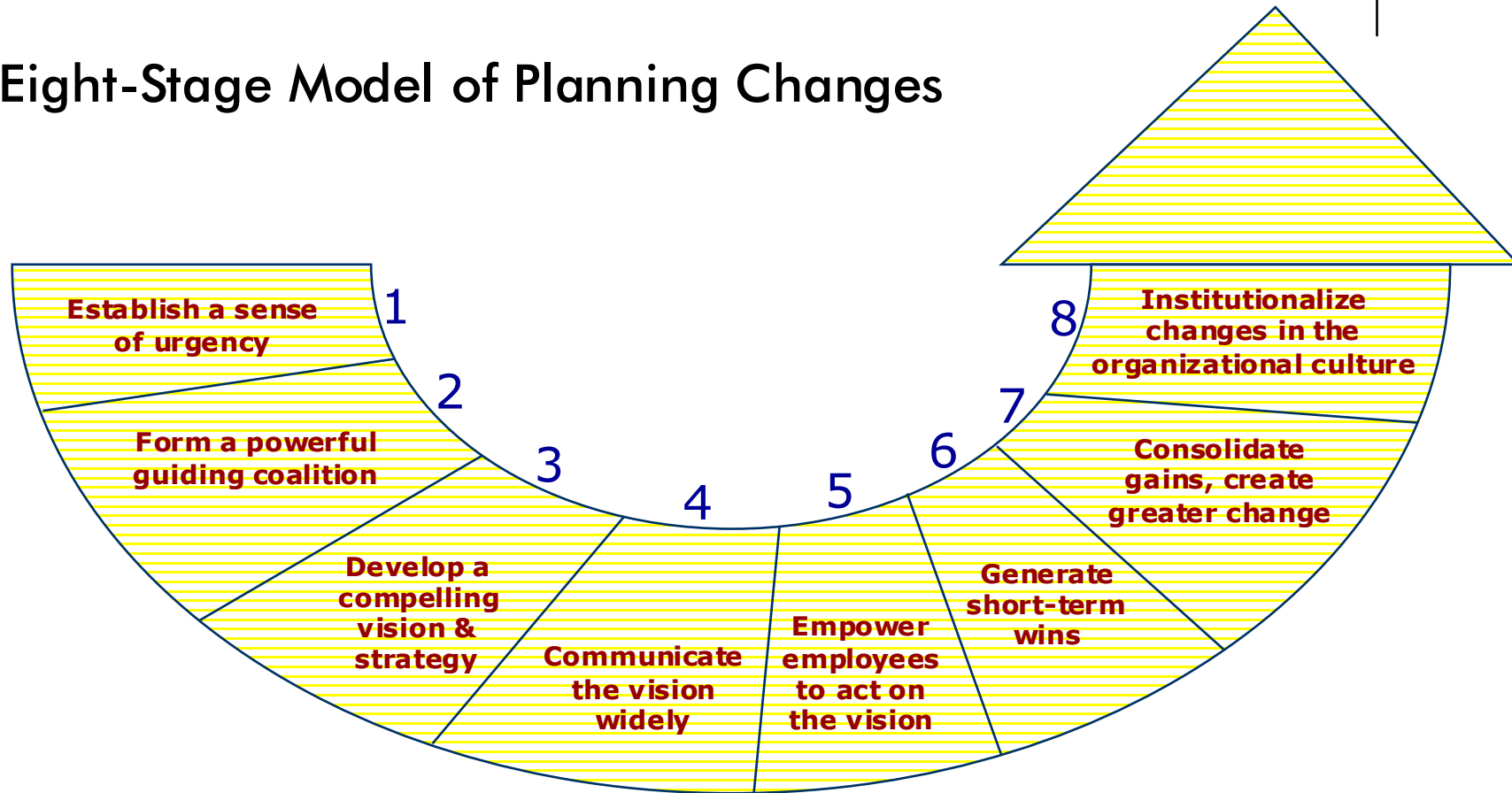


- To think about the impact on the structure of the organization
- Who has what decision rights
- How information will flow
- What means of motivation will be required
 - The least important subject is “who will have the corner office?”
- The sorting out of the above involves dirty hands and messy conversations
 - ***Per Harvard Business Review, June 2008 “Tools for Change”***

Leading Change

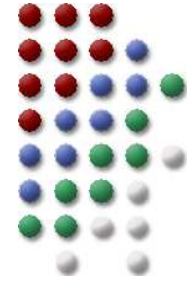


Eight-Stage Model of Planning Changes



Per "The Leadership Experience" by Richard Daft

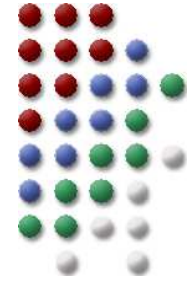
Steps to Changing



- Identify what you want to see accomplished
- Select personnel to participate that takes you a long way towards total buy-in
- Plan how the change will take place and be sure to include objectives to be met
- Study existing process to be put in place to realize change
- Brainstorm
- Flow chart or describe new process
- Obtain acceptance by area mgmt/stc
- Train
- Carry-out Change
- Measure success



Use the QMS to drive the changes



- Communicate changes being made
- Manage changes through the QMS (more systematic)
- Revise processes being changed
- Determine responsible persons and authorities
- Train personnel on the changes
- Implement the change
- Perform an Internal Audit to verify effectiveness of changes

