

Issues

- § Global ERP rollout
- § Business change component sub-optimal
- § Technological expertise lacking
- § Holistic approach required

Methodology and Tools

- § Comprehensive “pulse check”
- § TOM design
- § New Change process and methodology
- § New Capability framework

Results and Benefits

- § Diagnostics precipitated successful recovery plan
- § Transfer of knowledge and skills to the key teams
- § Increased capability in the programme
- § Coaching provided leader and team support during periods of high stress and change

