



CHANGE MANAGEMENT



Change Management Organization (CMO) Design & Implementation for an International Sugar Refinery Group

AT A GLANCE

Challenges

- Many parallel initiatives required staff to adopt new/changing roles, process and tools to achieve results.

Benefits

- Custom CMO designed based on industry best practices and decades' experience
- Positioned for continued CMO maturation and a change ready culture
- Alignment to client strategy, and existing operations and project processes

“Long term sustainable change requires readiness and enablement at both the Executive Leadership level and the project delivery level”

PROBLEM/ OPPORTUNITY

The global manufacturing company, took on significant, transformative change; 40+ separate cross-functional initiatives, ranging from a Finance ERP implementation, to an all-staff MSTeams conversion, to revised manufacturing quality assurance requirements.

SOLUTION

Syntropy Partners led a collaborative design process to build an internal Change Management Organization to drive adoption of change broadly, consistently, and sustainably.

Syntropy Partners established:

- A comprehensive, client-specific change management model, complimentary to their IT PMO (Program Management Office)
- CMO structures: governance, intake, team organizational chart, required staff roles and skills
- A complete CMO methodology with:
 - Change manager and project team process guides
 - Tools and templates by project phase and each change management discipline

OUTCOMES

The CMO was designed to align with client's strategy and existing processes, while leveraging Organizational Change Management best practices. The approach was customized to be immediately impactful and also guide manageable steps toward the organization's desired long term change management maturity.

Set the foundation to build change management capacity broadly across both administrative and manufacturing staff.

Established a cross-location culture of change.

Matured project delivery capabilities overall by creating a CMO aligned with the existing IT Program Management Office.

Hired and trained skilled change managers.