



# Organizational Change Management

## CHALLENGE

A national nonprofit company focused on strengthening education to workforce pathways was in transition and needed to evolve its organization and processes to meet the needs of the new organization. While the company's staff had the vision to guide the organization through the changes, supplemental services were needed to provide objective recommendations and extra resources to implement the changes in a short period of time. netlogx supplied a focused and targeted team to help shepherd the business staff through the development process, while mitigating negative impacts to the existing IT infrastructure.

## PROBLEM

- The organization lacked the ability to navigate changes in the organization efficiently and effectively while mitigating potential negative impacts to the existing IT infrastructure
- The organization needed ongoing changes implemented in short time frames

## SOLUTION

A netlogx team was hired to facilitate the development of detailed business process maps and provide process recommendations based on Lean Six Sigma principles. By facilitating mapping sessions/workshops with subject matter experts, the netlogx team:

- Delivered As-Is Process Maps and To-Be Process Maps amid continual organizational change for:
  - Four main business areas: finance, philanthropy, student connection, and IT

## ADVANTAGES

- netlogx' standard business process methodology led to the identification of opportunities to improve or reengineer processes
- Encompassing a Lean Six Sigma approach to process mapping, opportunities were identified to:
  - Reduce rework, waste, and costs
  - Provide stakeholders with an open forum to present opportunities for improvement in an environment where the stakeholders could openly discuss and suggest recommendations to arrive at the optimal solution for all concerned



## RESULT

The netlogx project team facilitated conversations in a safe environment where all impacted stakeholders could participate in and gain an understanding of current business processes. The stakeholders took advantage of the safe environment to work more effectively discussing opportunities for improvement. Based on the opportunities, recommended next steps were provided to deliver efficient workflow solutions, while keeping client interests at the forefront.

Additionally, the company could create training and job aids using the developed process maps.

## Highlights:

- Facilitated process mapping sessions while the organization was in a continuous state of change
- Helped facilitate interdepartmental communication throughout the change process
- netlogx identified ways to standardize the existing business processes
- Discovered underlying problems that were caused by a reactionary versus proactive style of management within the organization
- netlogx was able to encourage senior management into making longer, more strategic decisions that would benefit the company versus isolating individual departments
- Senior management lacked an understanding of the ancillary businesses in which they were already invested, and netlogx helped to elevate this understanding to transform the ancillary businesses into primary sources of income
- Standardized Service Level Agreement models for subsidiaries to be brought into the company depending upon the condition of the subsidiary at the time of acquisition