

PM3change: A simpler, more accurate way to control change across your business

Change in business is increasing, not decreasing. Typical changes include: new product ranges and promotions, omni-channel strategy, point of sale roll-outs, staff training, store refits and new systems.

Often these Change Activities are developed by different departments and co-ordination between them and the Local Business Units becomes exponentially more complex as the number of channels and changes increases. However, people can absorb only so much change – too much simultaneous change can disrupt operational performance, leading to reduced sales and poor customer service.

Solutions for Operations Managers

PM3change helps Operations Managers work with the change initiators to smooth out any conflicts, risks or change overload, and keep their focus on sales and customer service.

PM3change gives Operations Managers the tools to:

- ✓ Identify your Business Units (e.g. stores/branches/hotels)
- ✓ Create standard sets of Change Activities
- ✓ Roll out these activities to your Business Units
- ✓ Assess the change impact on local staff
- ✓ Spot change overloads quickly and re-balance your workplan
- ✓ Monitor progress and manage risk

Warning signs of change activity overload are multiple change activities hitting a single Business Unit, especially if they overlap. In the adjacent report Red indicates a change overload across a selection of Business Units.



Bestoutcome's PM3 software is helping the Premier Inn New Opening's Team make more informed decisions as they deploy new hotel openings.

Jacqui Allum, Head of New Openings for Premier Inn

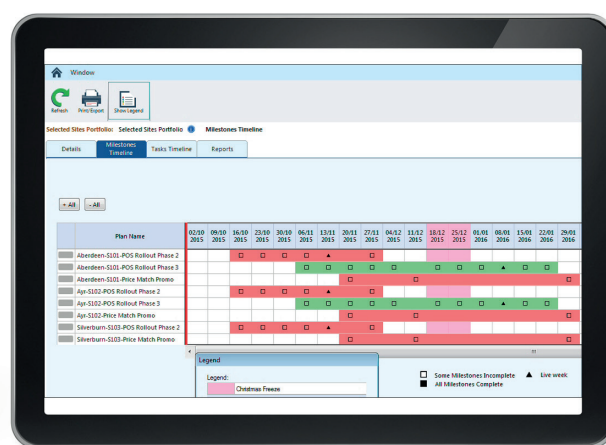
Focus on the impact of change on people

Staff in the Local Business Units are trained to fulfil their duties in a professional way. They are used to their routine operations whether that is in stock replenishment or serving customers. But problems can occur when they are asked by the Support Centre or Head Office to carry out 'other activities' or be part of a project that is implementing a new process or system.

These 'other activities' represent changes that must be taken in and absorbed by staff. Often, too little attention is paid to ensuring that store staff have the ability and bandwidth to carry out these other activities effectively. The success of these activities or project tasks depends on them. And if you look at causes of project failure there is usually a people dimension to it, e.g. staff didn't embrace the change.

PM3change allows the true impact of change to be assessed:

- ✓ Operations Managers have an overview of all Change Activities
- ✓ Regional/Category Managers can see all Change Activities impacting their domain
- ✓ Store Managers can see all Change Activities impacting their store
- ✓ All management receive early warning of problems/slippages



PM3change Features



Chain Structure Definition

You can define your Chain Structure in PM3change either by importing from Excel or by entering the information on-screen.



Change/Workload Impact Assessment

You can easily review the change/workload impact across your Business Units.



One-click Bulk Distribution

With one click you can distribute a set of Change Activities to all of your Business Units.



Change/Workload Balancing

PM3change helps you balance the workload across your Business Units.

Four reasons to use PM3change

- ✓ Increased sales
- ✓ Improved customer service levels
- ✓ Improved operational performance
- ✓ Better local staff retention

To find out how PM3change could benefit your organisation, please contact Bestoutcome on info@bestoutcome.com or call us on 01753 885864.