

CHANGE MANAGEMENT



OBJECTIVE

Change Management saves time and money by enabling companies to efficiently define, standardize and execute change management processes across multiple business functions. Its process methodology covers the complete scope of a change from concept, planning, design, and manufacturing, to final product delivery and release.

Highlights:

- Establish a unified change processes across domains that clearly communicate change decisions across all impacted organizations
- Establish a set of standards and change procedures for the entire enterprise to follow
- Orchestrate and synchronize change scenarios from product governance to work-in-process activities while maintaining strict controls and traceability
- Support a consistent, systems-based, multi-discipline change process
- Ensure a full assessment of a proposed change is done to avoid costly changes that do not have overall benefits to the organization and company

OVERVIEW

Change Management enables companies to bring all organizations together under a single change methodology to coordinate change activities from product governance to work-in-process while maintaining strict controls and traceability.

Change Management helps companies innovate and improve operational efficiencies for global product development by incorporating the following best business practices:

- Establish a unified change processes across domains which improves communication and change traceability across all impacted organizations
- Accelerate product launch in multiple markets, by instituting a change process that supports parallel evaluation and implementation of changes in support of market specific requirements
- Enable global product teams to effectively collaborate on proposed changes, perform the right level change assessments, approve and implement product changes through a common automated process

CAPABILITIES

Change Requests (CR)

Change requests capture the full assessment of a proposed change to allow stakeholders to make informed decisions before any work is done. If approved, the change order process is initiated to track all implementation activities.

Change Orders (CO)

Change orders orchestrate, plan, assign and monitor all implementation activities. The change order provides full visibility, validation and completeness of modifications done across all impacted functions/domains. Change order owners can define the change scope and plan its execution and dependencies across functional groups. The change order monitors the progress of the change and maintains traceability to each impacted function by creating change actions.

Change Actions (CA)

Change actions are the technical authority for each function to perform the specified scope of the change. Each technical function is empowered to incorporate changes as necessary and obtain peer validation and approval. The change action provides the instructions of what is being proposed and tracks all realized modifications performed by the technical assignee and contributors. Change coordinators define and assign change actions to affected organizations during the change proposal and assessment stage of the change process. Business owners and contributors have visibility to change status and can see the actions assigned to them.

“My Changes” widget

“My changes” is a consolidated view where all contributors can access and manage assignments, update status and collaborate on change related activities.

Change Templates

Organization managers can drive change standards and change consistency across the enterprise by defining change templates that support different kinds of change scenarios. Change administrators create enterprise, organization or personal templates. The change management framework provides two change templates: fast-track and formal. The fast-track change template executes simple changes that don't require a comprehensive approval process. The formal change template ensures that the proper assessments and comprehensive impact analysis is done by all affected organizations allowing stakeholders to make informed decisions and understand the total cost of the proposed change. Change administrators can add new change templates to match the business needs.

Change Assessment and Impact Analysis

Comprehensive change assessments and impact analysis are available for evaluating a proposed change and the organization's readiness for change. This allows stakeholders and change board members to make informed decisions before any change is done. Change assessments allows the technical users to assess the change across all functional organizations by providing visibility to all related data under change control that may be impacted. Once the impacted functional organizations are identified, each function can submit an impact analysis report that includes financial, risk, schedule and quality factors. A cumulative impact analysis report is created based upon all submissions. It estimates the total change duration in days.

Review and Approval List

Change Management removes complexity and streamlines the approval process by involving the right people at the right levels. Organizations can manage and predefine reusable lists of users responsible for reviewing and approving change requests, orders, and actions, which results in efficient and consistent change approval assignments. Typically, the list for the initial change request (CR) will consist of users from multiple functions that are the high-level stakeholders for assessing change impact. The lists of the resultant change orders and actions are more specialized depending on the impacted functions. The change order (CO) approval list will typically have a change board member while a change action (CA) approver list will include immediate functional managers.

Issue Resolution

Change Management provides closed-loop traceability on how issues are resolved from submission to resolution. Organizations can allow any employee of the company to submit issues against products. The issues are reviewed and analyzed to determine their disposition. Issues that are identified as requiring a change in design can be resolved by a change request or change order.

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