

Change process:

Source: Designed by Fatimah Aly

- a) The process begins when a deviation in a process is noticed by an employee. First, the employee identifies a change in the process. If a change is identified, a change request has to be prepared and submitted to the manager.
- b) Thereafter, the manager conducts a meeting with the employee and an external consultant to develop ideas and find solutions to the problem.
- c) After the change is discussed, it is professionally analyzed. For example, the impact has to be assessed and the risk and the effort have to be estimated.
- d) Consequently, the process manager makes a decision. If the change request is refused, the manager documents the reason for the rejection and the process ends there.
- e) If the process is approved, the planning of the change begins, which is very important to conducting a successful change process.
- f) After the change is planned, it is very important to then document the change professionally in the change management system. For example, the change and reason are described in the system and the employees responsible for the implementation, change data, status and number are saved in the system.
- g) A post-processing is carried out following this. As a result, the changes are implemented.
- h) Next, after the changes are implemented, they are observed and evaluated. Evaluation ensures that the changes lead to the achievement of goals.
- i) If the goals are not achieved, improvements must be discussed and implemented. In this way, the process is completed.





