

Program Management

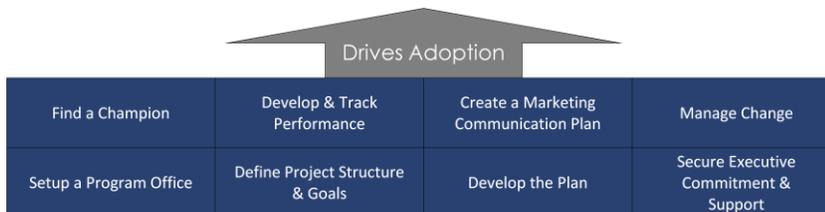
Managing change and encouraging adoption



Building Blocks for Successful Change

Success for each project is defined in different ways depending on the organizations involved. However, a key objective of any new program is full adoption and integration into the end-user's daily routine and business life. Yet many programs fail to reach their full potential due to low adoption rates. Low adoption rates keep organizations from realizing the full benefits of new programs and negatively impact the program ROI. In the planning phase, the ROI for all new programs is compelling, it is in implementation where the true return must be realized. So what is it that keeps companies from realizing their high ROI targets for new programs? The answer is low adoption rates. The key drivers of low adoption rates include: 1. **goals and measures are never established**; 2. there is a **lack of executive commitment**; 3. **change management is not effectively executed**.

Eight Building Blocks of a Successful Program



The appropriate foundation allows organizations to increase program adoption levels

Successful programs are built on solid foundations starting with the eight building blocks. 1. **Setup a program office**. Program management is the key to a successful program. The program office becomes the center for effective leadership and coordination for all aspects of the program. The program office is responsible for all program management including project planning and execution, budget control, project staffing, billing and change control management. 2. **Define project structure and goals**. To ensure that the program is properly executed, it is critical to clearly define the structure of the project team, the project goals, and the individual responsibilities of each team member. A cohesive team working together is required to drive high adoption rates. Detailed role assignments for the entire team must

Selected Client Outcomes

Within a year of launch, achieved program participation of over 500 users spread over 3 continent

Achieved strong executive support including mandating usage for a new materials management process



About Privatin Consulting

Privatin is a consulting firm that focuses on driving extraordinary client outcomes in government and non-profit environments. We enable our clients to achieve unsurpassed results by increasing productivity, reducing costs, and improving efficiencies through our strong subject matter expertise.

Our Consulting Focus

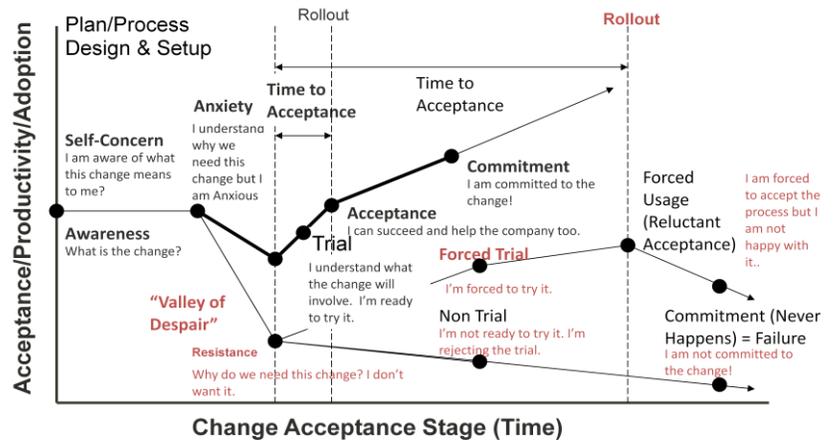
Operations Strategy, Supply Chain Strategy & Implementation, Sourcing & Supplier Management, Logistics, Transportation & Distribution, Organizational Redesign & Change Management, Program Management, Outsourcing Services

SBA Certified Small Disadvantaged Business

SBA Certified 8A Program Participant

Include the steering committee, key stakeholders, core project team management and the extended management team. 3. **Develop the plan building in “quick wins.”** Implementing a project is often a long and difficult task. The project team will encounter challenges working on the project and resistance from the rest of the organization. A good project plan incorporates small that can be used as mid to short term goals and celebrated when they are achieved is a good way to positively impact stakeholder motivation. 4. **Secure executive commitment and support.** One of the most critical aspects of any new program implementation will be senior management support. Senior management provides direct to a project team, guidance for working within the organization, and mandates to reinforce core program elements. 5. **Find an internal champion(s)** within departments, business units, or geographies (depending on your organizational structure) to help introduce and publicize the program in their areas. Others will be more likely to embrace change when they see someone in their circle embracing and benefiting from the program. 6. **Develop and track performance measures.** Clear and quantifiable metrics are required to track a program implementation. 7. **Create an effective marketing communications plan.** People are naturally afraid of the unknown. A well designed and executed communications plan can eliminate some of that fear. A communications plan should leverage program successes, communicate goals and status, and facilitate implementation by addressing project issues and risk. 8. **Manage change.** Convincing people to adopt and embrace change is the core of a successful business transformation. Thus, change management is an essential factor in a new program. Resistance to change is a natural response and can be observed throughout an organization; including people, technology, and process.

Why a Change Management Program is Necessary



Acceptance/Productivity/Adoption **with** a Change Management Program
 Acceptance/Productivity/Adoption **without** a Change Management Program