

Change Management

CAPABILITY STATEMENT

Are the business impacts of your projects being effectively managed?

Active change management is a critical enabler to achieving the business goals of any project.

The Quay Change Management Practice provides expert guidance to help businesses undertaking significant change to embed new processes, policies and quality management during project execution.

- Quay's expertise can be applied to:
- Business projects and programmes
- Transformational programmes
- Infrastructure projects
- Application projects

Services

Quay's change consultants identify the points of impact and resistance within an organisation so that effective change can be implemented as part of projects and programmes.

The focus is on the people within the business who will be impacted by the change and how to best engage them.

Stakeholders and user groups are identified and then brought along on the journey, encouraging controlled input into the process and thereby encouraging successful adoption of the change.

Our consultants help to facilitate and apply change through three stages:

Strategy	Understand the nature of the change, the risks and who is impacted (i.e. stakeholder identification and impact assessment).
Planning	Fit-for-purpose plans for executing the change including on-going stakeholder engagement, communications and training planning and delivery, and the embedding of business process changes.
Execution	Execute against the change plans to deliver fit-for-purpose change activities, including communications, training, business process changes and other activities as defined as part of the planning process.

During the execution of a project Quay approaches change from two change perspectives: foundational and operational.

Foundational change

Foundational change is established during the early stages of a project or program of work to

guarantee the change approach is set up for success.

It ensures the change requirements for project delivery are understood and stakeholder engagement plans, business process changes, communications and training plans are developed within the context of the strategy.

Operational change

Operational change is the execution of the identified change activities during the project. Quay Change consultants are highly skilled in the field of change.

We provide the requisite expertise to optimise the delivery of the identified change within the business via excellent scope, time, cost and quality management during the execution of any change activities.

Benefits

Quay Change consultants ensure that the desired change outcomes for projects are identified, understood, planned for and executed to the organisation's quality expectations.

We always drive a high degree of collaboration and engagement with users and senior stakeholders during the planning and execution of the change activities. Our collaborative change approach is to ensure that clients are fully engaged during the full life cycle of the change and are able to more effectively identify and manage change within their business.

About Quay

Quay Consulting is committed to making a positive difference in the projects landscape, helping our clients to transform strategy into fit-for purpose project delivery.

Over the past decade, we've built a team of high-performing project professionals who offer a wealth of experience and consulting expertise along with a commitment to high levels of care and quality assurance. Our consultants bring a high-level consulting and collaborative approach to delivering change via tailored knowledge, professional project management and delivery, peer-to-peer collaboration, and capability uplift in each client engagement.

Quay is deeply committed to sharing the knowledge we've gleaned from years of project delivery experience – both the successes and the failures – whether it's sharing insights via our monthly Quay Bulletin, in facilitated roundtable discussions with project peers or in lifting the capability of our clients' teams in day-to-day knowledge transfer.

Quay Consulting is part of the **CPM Group.**

More Information

For more information about Change Management, please contact us on 1300 841 048 or visit our website at www.quayconsulting.com.au.

Who we've worked with



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