

Our approach to change management

The change master plan

Example of the introduction of an IT solution

	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	March 12	Apr 12
	Analysis		Planning	Implementation		Monitoring	
Overall Project planning	Concept	Custom Config	Inst. Config. Documentation	Inst. Prod Test	Multi Trainings	Trainings	Launch date product sales
Leadership Alignment		1 One-on-one (interviews)	2 Moderated debate II		3 Info event for heads of divisions		2 Moderated debate III (Lessons Learned)
Mobilization of the project team	4 Team-workshop		5 Multiplier Workshop			Team workshop: Lessons Learned	
Communication	6 Design documentation (FAQ, argumentar. articles)	Info on the status in departments	7	8 Newsletter or Article in ZD-Info	10 Roadshow Presentation	11 Go Live Announcement	9 Article in ZD-Info
Training		Update Intranet		9	8 Short Newsletter II		13 Trainings
Change Monitoring			Change Barometer 1	Change Barometer 2	Change Barometer 3		