

## Project over-views

1. Introducing a Shared Services function in Insurance

Developed and supported a change programme to manage the introduction of an internal shared services department in a global insurance broker. Facilitated the change in the roles, responsibilities and working relationships between the functional specialists who remained in the business units and those who were transferred to the new functional shared service department.
2. Vision, values and strategic direction in Aerospace

Assisted the Chief Executive to engage the whole of the senior management group (200 people) in re-thinking of how the organisation could achieve its goals in a reduced market and changed international environment. Addressed purpose, vision, goals, values and management behaviour in a highly participative manner. Included facilitation of workshops of up to 200 people at one time.
3. Process re-engineering in the defence sector

Designed and facilitated a process to reduce the lead time for new products from four years to two years by encouraging and enabling six technical and design functions to work constructively together in parallel, rather than sequentially and sometimes competitively.
4. Large systems change in manufacturing

Designed and supported a change management plan to implement an ERP systems project in a global manufacturing company. The focus was on supporting the Project Director, building the project leadership team, and communicating to the team and to the corporation.
5. Service level agreement process in Telecoms.

Designed and implemented a Service Level Agreement process in a Telecoms company that had the confidence of customers, users and service providers, within the context of a long term outsourced IT contract. The solution was to shift the thinking of the IT Service providers away from technical delivery standards and towards responding to and raising user satisfaction, and to enable the users to give effective feedback.
6. Culture Change in Petrochemicals

Assessed the changes that a major regional petrochemical producer would need to make in its Business Culture in order to become a successful global player managing overseas as well as local operations. Developed a culture change strategy led by the top team covering leadership behaviour, management processes and practices, organisation relationships, and a different approach to dealing with change.
7. Accountability and performance management in a bank.

Clarified organisational ambiguity around executive accountability in a major retail bank; articulated the relationship between the business line and the support and control functions. Designed, implemented and supported a performance management system covering 11,000 managers.
8. Engaging the workforce in Engineering

Designed and supported a way to communicate the new business strategy of a global engineering company so as to stimulate the involvement of the whole workforce in its implementation. Developed a programme of change to deal with the organisational, behavioural and people management issues that resulted.

9. Organisation Change in Oil and Gas

Designed a process to change the organisation of a high profile oil and gas producer from a functional focus to a market-led Business Unit focus operating in a multi-national and multi-cultural environment with significant shareholder and Joint Venture Partner interest.

10. Re-organisation in a Bank

Designed and supported a process to decentralise the HR function of a Merchant Bank to the operating divisions, and develop a new relationship between line managers and HR professionals. Developed a process for shaping business-led HR strategies and objectives.

**OrgChange Ltd**  
35 Piccadilly  
London  
W1J 0DW

Phone: +44 (0) 20 7734 7287

Fax: +44 (0) 20 7734 4561

Email: [enquiries@OrgChange.com](mailto:enquiries@OrgChange.com)