N4940 Change Project

Assignment # 5: Change Project Paper (Apr. 16)
Change Project – Choose a process or system at your work site that you believe needs to change or improve. This will be divided into two phases:

Phase I
Examine the following:
Your external environment:
What are the customers telling you?
    How satisfied are they with the quality of service, timeliness of delivery, and the degree to which you listen?
    What are the capital markets telling you?
    Where do you rank with competitors?
Your internal environment
    Do the people you attract, select, place and retain see you as an attractive organization to join?
    Is technology up to date?
    How relevant is the mission today?
    Is there effective leadership?
    What is the culture of the institution?
Transformational factors:
    What are management practices?
    How is the work climate?
    Are systems in place that are effective and efficient?
    What are the values of the institution?

Phase II
Determine the following:
What change needs to be made?
How will you make the case for change?
What will pre-launching involve?
What will the actual launching look like?
How will you sustain the change?

Guidelines: Maximum of 5 pages, excluding title and references, Arial or Times Roman 12 pt., 1-inch margins. See separate rubric.