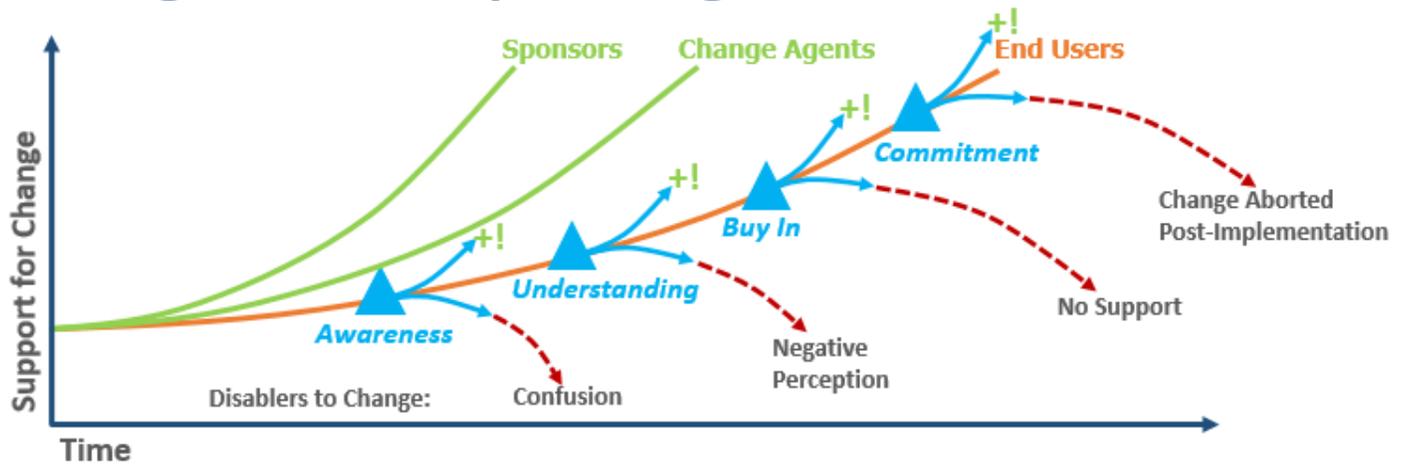


# MEBC Change Management & Training Services

## Moving Stakeholders up the Change Commitment Curve



## How Much Change Management Support Do You Need?

**Short Answer – It depends...** In our experience across many project engagements, the change management assistance required varies from client to client. Nearly every client that we work with requires our assistance with training curriculum design, courseware creation, and in many cases classroom delivery and day-in-the-life training. When it comes to more classic change management's assistance (e.g., stakeholder analysis, communication, organizational design and workforce analysis / transformation) we can start with a basic approach from the MEBC Change Management Toolkit™ to provide populated examples and templates and a framework for the client to manage internally with MEBC providing staff supplementation or we can prescribe and develop a much more comprehensive and customized change management program.

Some clients have needs with workforce transformation and readiness, while another may need extra assistance with stakeholder buy-in and sponsorship, and another may just need specific support in communicating the project strategy design and execution. Our point is this - because each client's change management requirements are unique, our toolkit for change management is menu-based where a client can select specific

service offerings for varying degrees of change management complexity.

## MEBC Change Management Toolkit™

**Our methodology.** We have found that one of the core elements of successful projects and sometimes missing from typical change management programs is a specific focus on change acceptance. We view this as successfully integrating people | process | technology to deliver a holistic solution that not only impacts effective organizational change, but also delivers a *usable* system that has been accepted by end users. MEBC's Change Management approach is designed to be:

- Inclusive of change management best practices yet flexible to address the unique challenges of each client organization.
- Adept at designing, creating, and managing specific programs that support the ability of our client's employees and management to adopt the new processes, procedures, and tasks to facilitate their day-in-the-life responsibilities.
- Focused on the attainment of targeted benefits and aligned to corporate visions and initiatives for growth.

# Components of MEBC's Change Management Toolkit™



As we engage in project discovery discussion with clients, we typically like to review each of these components to understand our client's specific needs. We have found that this 'walk-through' inevitably raises important questions and areas of concern that our client may or may not have been thinking about. In most instances, we use this general framework as the means to eliciting specific change management, communication, and training requirements that drives a final statement of work for each client change management engagement.

## MEBC Training Capabilities

**Customized Curriculum or Leverage MEBC's Courseware Library.** One of our competencies is the development of customized supply chain training curriculums and materials that integrate to each client's unique supply chain processes. From curriculum design to certification programs, along with custom training development and delivery, we offer many services to enhance the capability of your personnel. Many of our JDA clients take advantage of our extensive library of JDA specific courseware contained within MEBC Toolkit™ where minor revisions are required to make the materials specific to a client's implementation.

## Client Success Story

**MEBC Leads Change for a Global Health & Beauty Products Distributor.** For this organization's JDA enabled supply chain, MEBC successfully designed and implemented a focused change management program that

served as the cornerstone for their Global Supply Chain Transformation. MEBC lead the change management track of this global JDA rollout for the client's markets in Europe, Asia, North and South America. For each market rollout the scope of MEBC's change program included:

- Assessed change readiness through stakeholder analysis;
- Designed and implemented a communications plan;
- In select markets, worked with Management & HR to develop workforce transformation strategies & plans;
- Designed and built a comprehensive multi-language training curriculum that was delivered to approximately 450 planners inclusive of:
  - ✓ Best Practice Supply Chain Planning Concepts,
  - ✓ JDA Overview
  - ✓ JDA Navigation,
  - ✓ Day-in-the-Life process focused training
  - ✓ Super User Training
  - ✓ Technical Training
- Assisted in delivering advanced level training in the EMEA, Asia, and America's markets. For EMEA this included rapidly mobilizing a team of 19 trainers to support the client during simultaneous training classes delivered in the UK, Germany, Spain, Poland, South Africa, and Russia.

**MEBC. Supply Chain Advantage. Delivered.**



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