

## Apogee's Adoption Assurance "The A<sup>3</sup> Methodology"

### Organizational Excellence & Risk Management

Apogee Solutions takes a proactive approach towards managing organizational excellence and risk throughout the lifecycle of a system implementation. It is critical for your organization to be completely aware of and embrace how the implementation is going to affect all audiences involved. In order to effectively support your organization through all phases of the project, we first need to understand your people, your company, and your vision for the future of your business. Our approach to managing "affect" includes defining and implementing procedures aligned with your organizational culture to deal with changes in the business environment. This ensures that your organization will not only adapt, but profit from changing opportunities. Regardless of the changes that your company faces, Apogee Solutions will establish a structured methodology that will enable you to respond decisively.



#### Apogee's Process

Consultative, participative and open processes are required throughout the project. Using two-way communication and an empowering people-centered approach our goal is to engender broad levels of participation and engagement with the change. In addition, visioning and structured processes help to align and integrate critical support and services for your employees and business leaders.

- ❖ **Assessing the Gaps & Affects** - understand the gaps & affects of changes in business processes/tools and who is impacted
- ❖ **Developing the Team** - support team and sponsors
- ❖ **Analyzing the Program** - risks, business impacts resistance and mitigation
- ❖ **Implementing the Strategy** - effective communications at all levels of the organization, close skills and resource gaps
- ❖ **Measuring and Modifying** - ongoing analysis of the gaps, affects and on-the-fly adjustments

#### Apogee's Organizational Excellence & Risk Management Services

Apogee Solutions provides a comprehensive suite of services to support the organization throughout the duration of the project.

- ❖ **Strategic plan**
- ❖ **Communication plan**
- ❖ **Sponsorship roadmap**
- ❖ **Coaching plan**
- ❖ **Training plan, Knowledge Transfer**
- ❖ **Resistance management plan**
- ❖ **Reinforcement planning**
- ❖ **Sustained gap & affect measurement**
- ❖ **Risk and Issue Management Plan**

#### Research

Apogee Solutions will interview management and the sponsors prior to the strategy sessions to get a better understanding of the company, the people, and the change components. Our questionnaire will be customized to meet the needs of your organization and will look at all aspects of the company and the market including: the scope, people impact, variations on roles, history of changes made, structure of the company before & after business process/tool changes and communications.

#### Risk and Business Impact Assessments

The Apogee Risk and Issue Management Plan is a deliverable that includes a Business Impact Analysis and Risk Assessment to gain a high-level understanding and formulate a report of the potential impacts of the business processes and system designs on your organization and its workforce.

#### Communication

At the core of our organizational excellence and communication approach are the ideas of empowerment and transformation. The philosophy underpinning the approach is to recognize the differing needs of individuals and create conditions that enable the company's participants to engage with and enact the change. One thing is clear - you cannot over-communicate when you are asking your organization to change. We understand how important it is to deliver the right message, to the right audience, at the right time, and in the proper format that fits with both the receiving group's requirements and the organizations needs.

#### Knowledge Transfer and On-going Employee Empowerment

Apogee's A3 approach closely aligns the organizational excellence and risk management process with training and knowledge transfer activities. To achieve end user adoption and return on investment, there must be a thoughtful and comprehensive plan and approach to deliver the proper training and knowledge transfer to super users and end user audiences. This is the key to closing those gaps and providing a roadmap to manage knowledge transfer post implementation.

For more information on how Apogee Solutions can help address your organizational excellence needs, please contact [info@apogeeresolutions.com](mailto:info@apogeeresolutions.com).