



## ***Executing and managing organizational transformation***

### ***Client***

The Customer Service unit of the 8th largest water and wastewater public utility in the United States.

### ***Challenge***

Create a roadmap for the successful execution of significant organizational change

### ***Approach***

For this engagement, M. Beacon Enterprises contributed to the work of a partner consultancy to ensure successful and timely completion of agreed deliverables. Based on their recommendations and analysis, M. Beacon Enterprises:

- Defined the overall process for implementing the new organization
- Described the process of change, specifically in the case of structural reorganization, and the implications for work flow, individuals, and decision making
- Linked the process of reorganization to the process for building the individual and collective capabilities required for success in the future organization
- Identified the critical activities required to manage the change effectively and with least disruption to the ongoing business and customer service

### ***Result***

Our work was accepted as the roadmap for managing the change. It presented an integrated approach that considered the structural, emotional, and cultural implications of the new organization, and the specific learning activities needed for success.