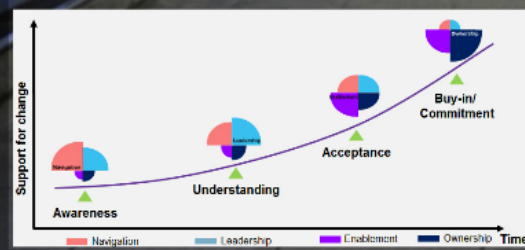


## Change Management in Test Center Organizations

Matthias Rasking,  
Accenture  
October 2016

High performance. Delivered.

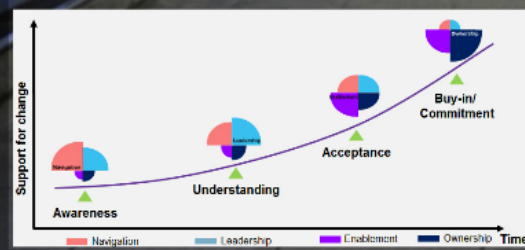


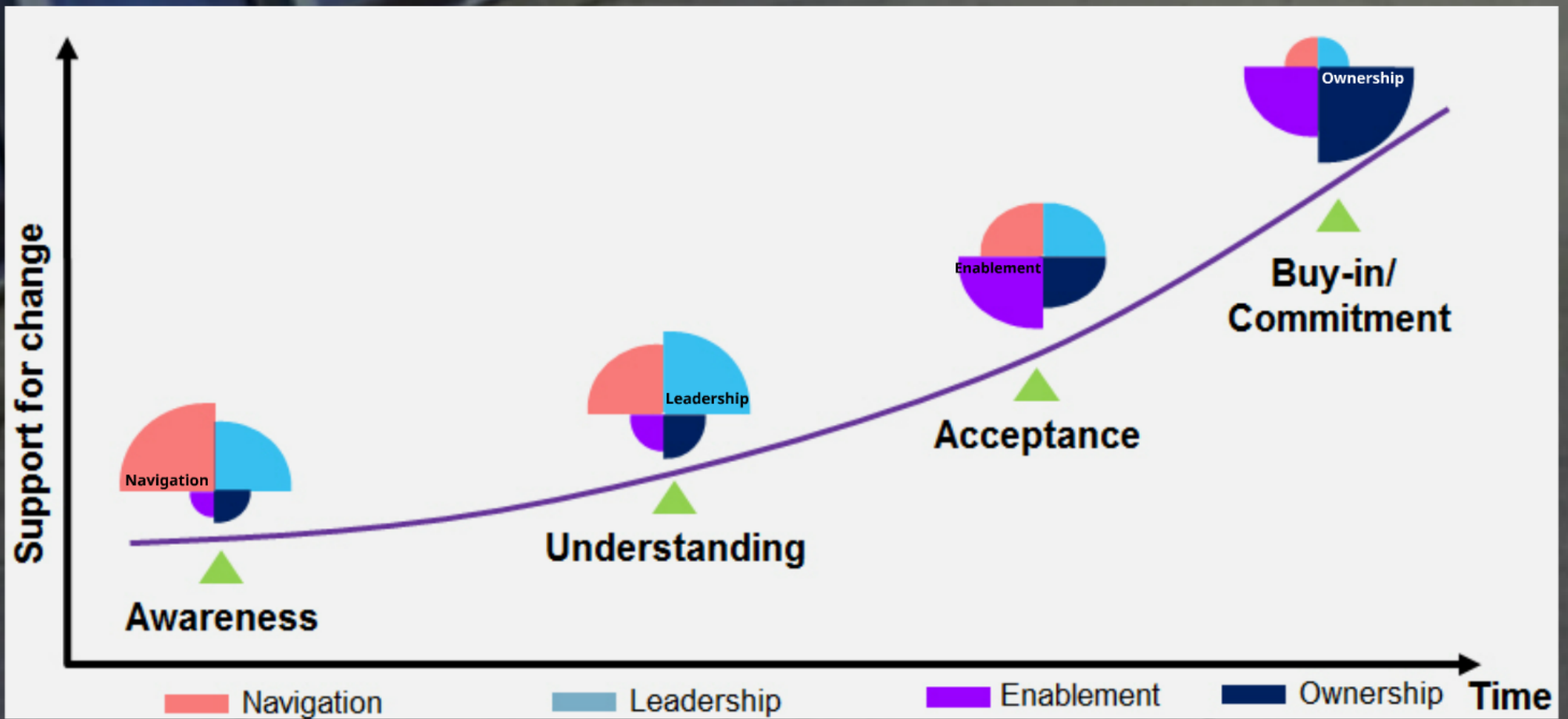


## Change Management in Test Center Organizations

Matthias Rasking,  
Accenture  
October 2016

High performance. Delivered.







**Awareness**





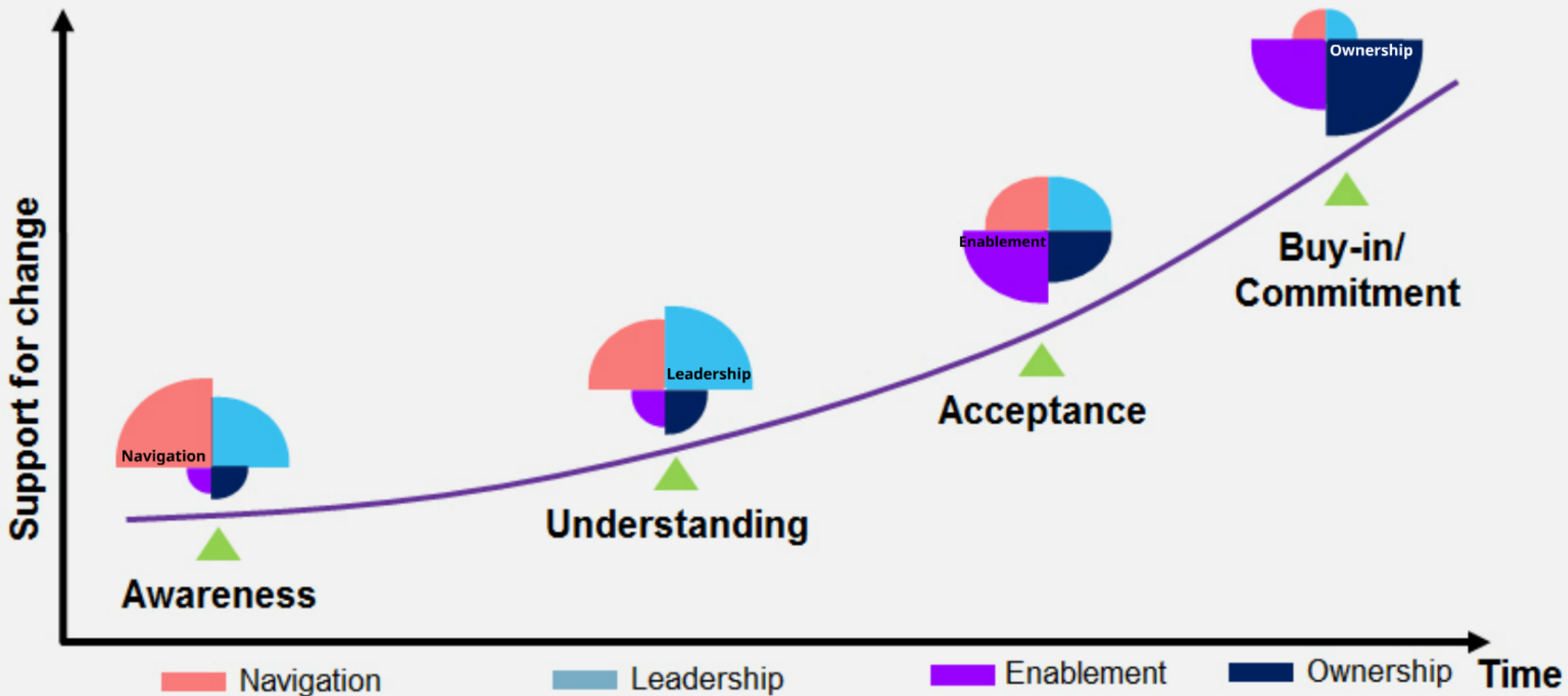
# Confusion



• Redundancy  
• Decrease communication  
• Increase communication  
• Increase communication  
• Increase communication

- Roadshows
- Two-way communication
- All questions accepted and answered
- Follow-up written communication







**Leadership**



**Understanding**





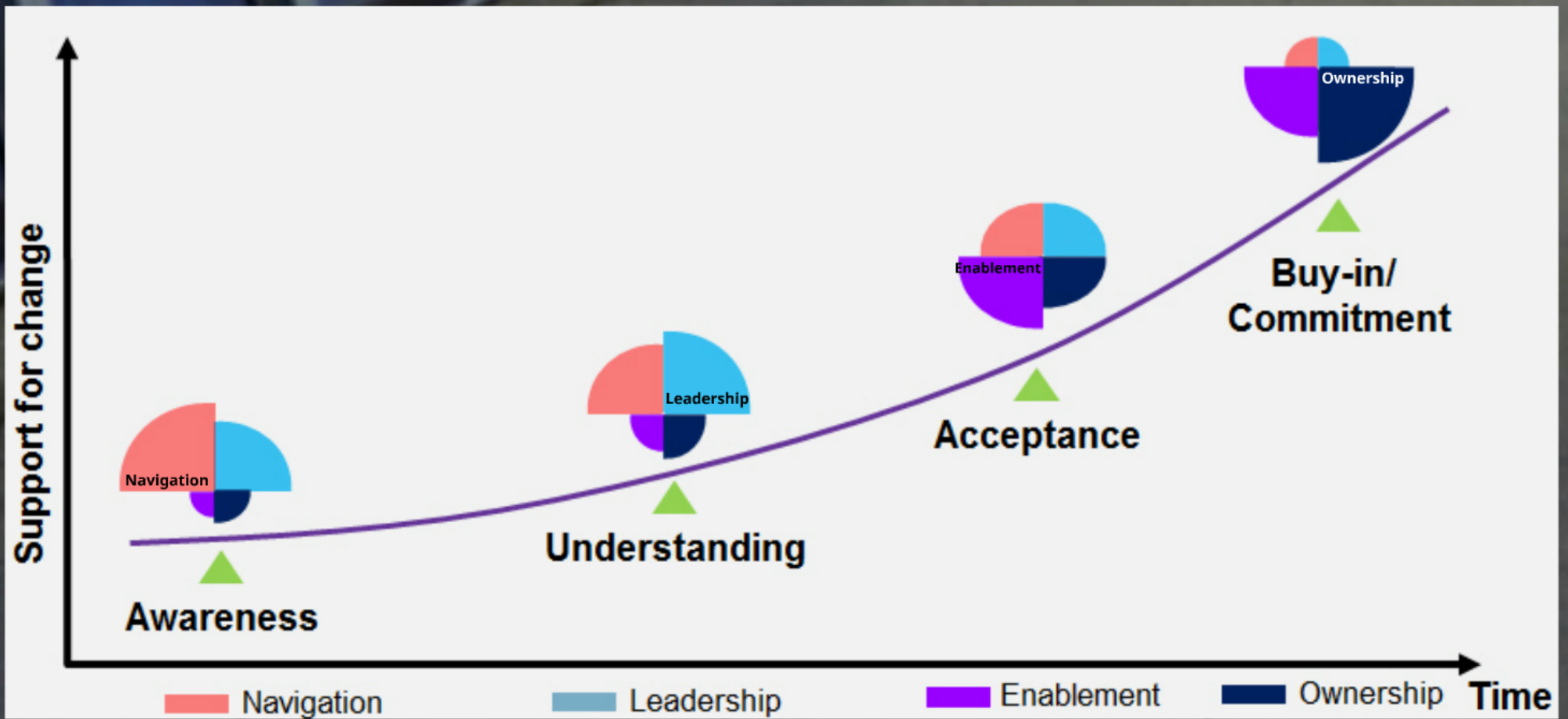
# Negative Perception



# Tool vs Test

- Separate decision to change tool suite impacted Test Center implementation
- Lack of communication regarding goals at the operational level
- Required significant time to gain project's confidence







Co



**Acceptance**

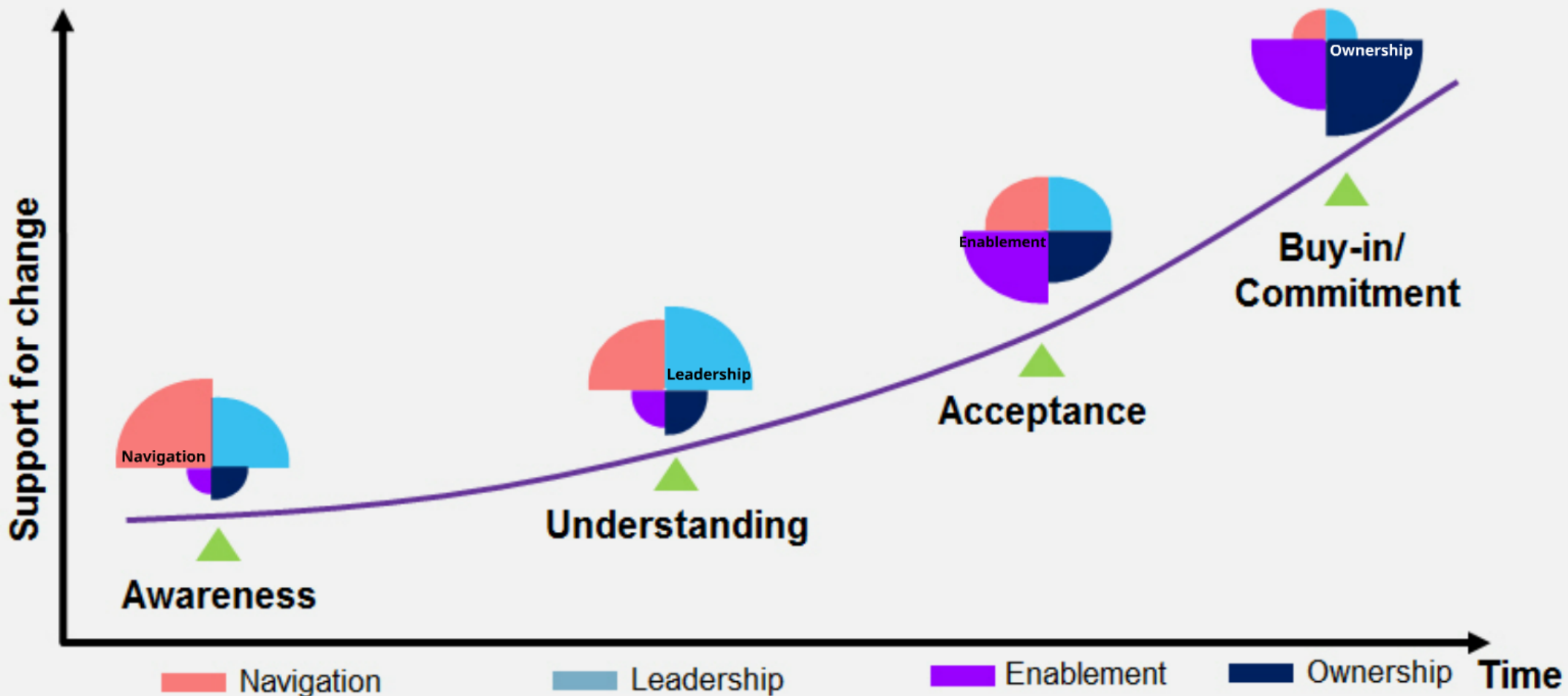


**Decide not to  
attempt or support  
implementation**





- "Wait what happens"
- Too many changes at once
- Frequent Program  
Management changes





**Buy-in/  
Commitment**

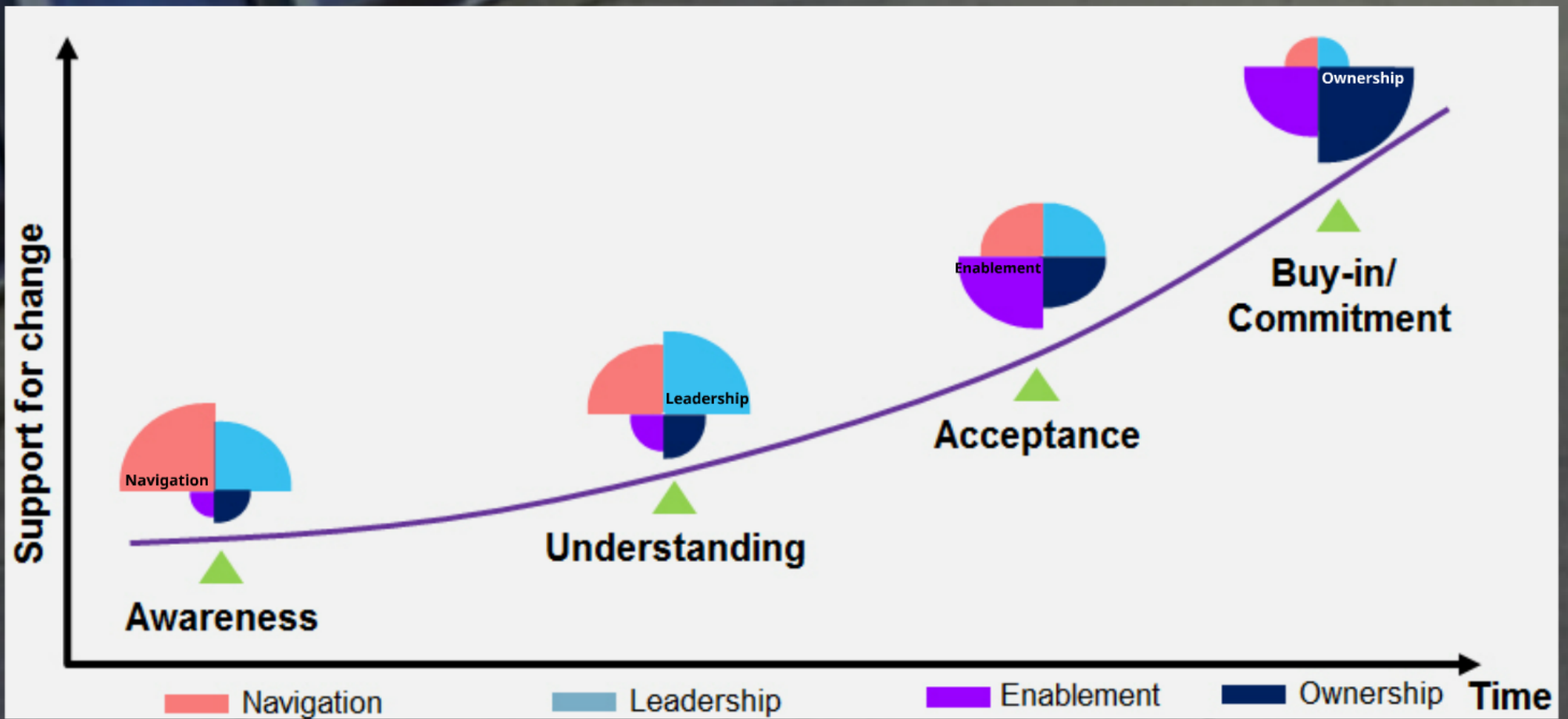


# Change aborted after Implementation



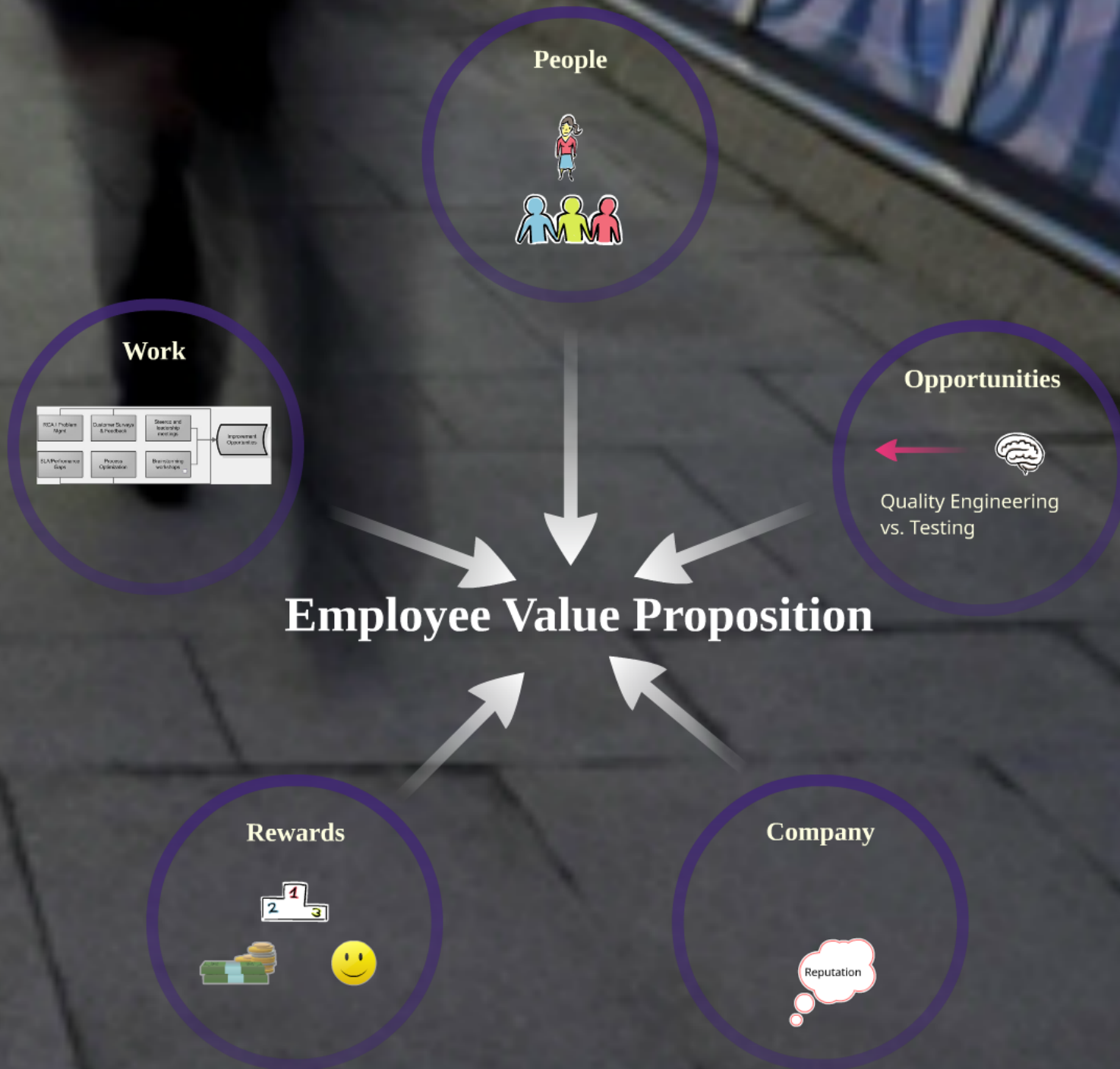


- Sr. Leadership change
- Failure to establish ownership at process level





Lightbulb.



# People





# Opportunities



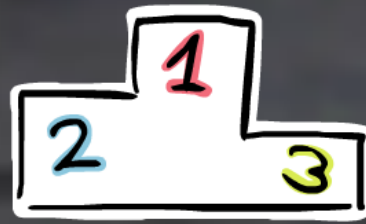
Quality Engineering  
vs. Testing

# Company



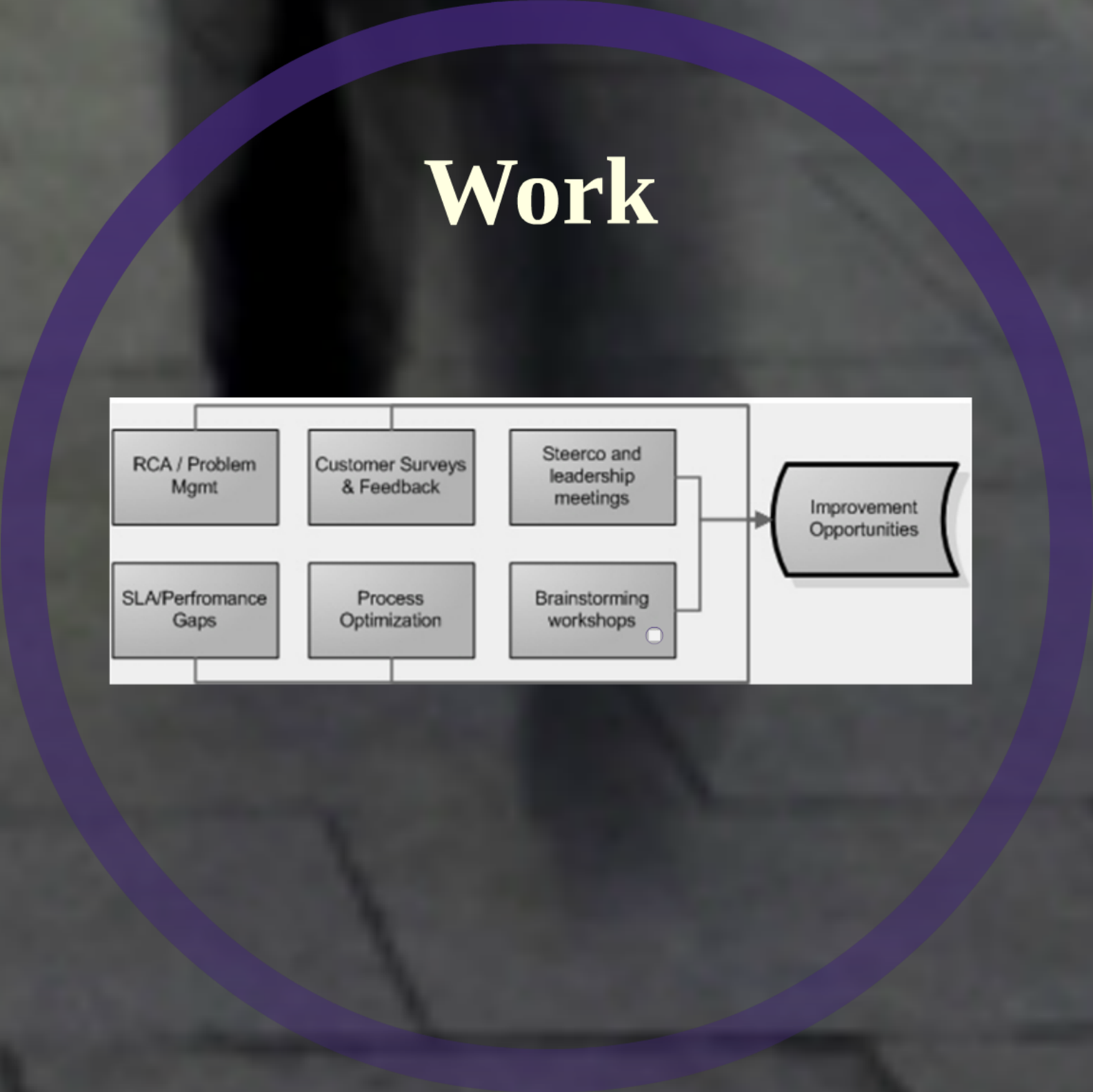
Reputation

# Rewards

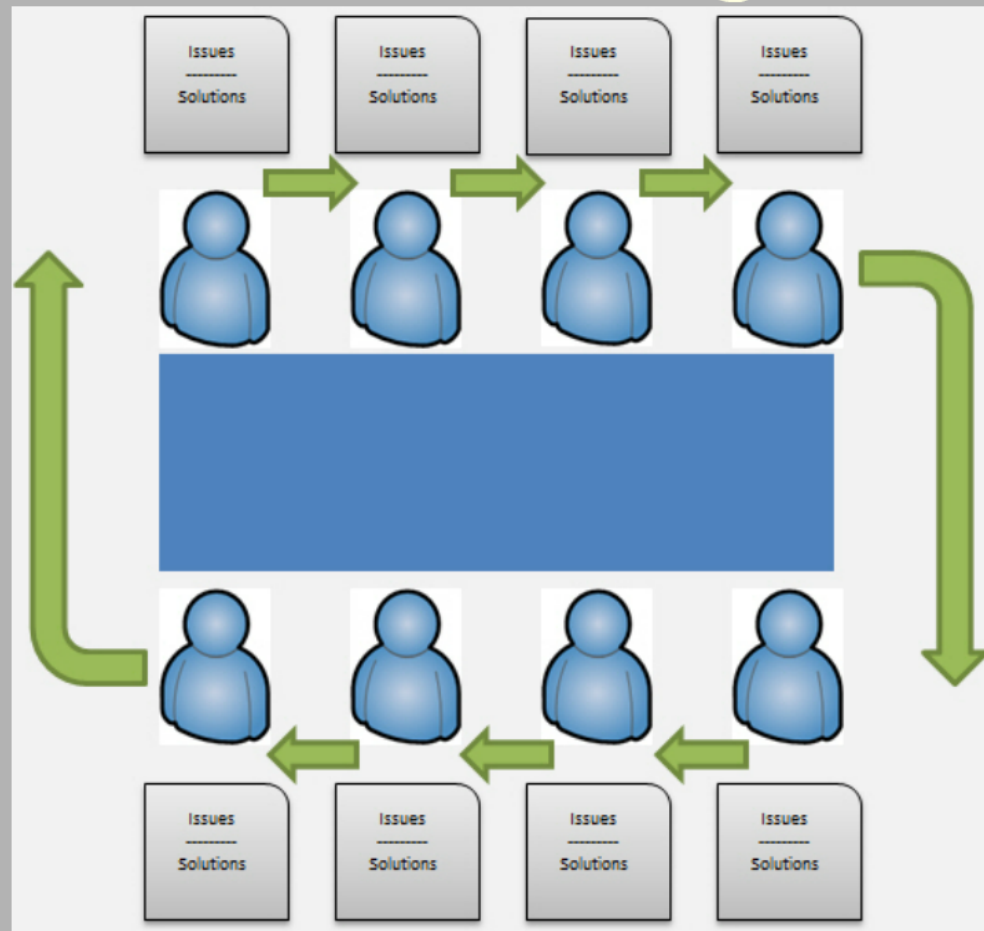


# Work

```
graph LR; A[RCA / Problem Mgmt] --> F[Improvement Opportunities]; B[Customer Surveys & Feedback] --> F; C[Steerco and leadership meetings] --> F; D[SLA/Perfromance Gaps] --> F; E[Process Optimization] --> F; G[Brainstorming workshops] --> F;
```



# Brainwriting





## Change Management in Test Center Organizations

Matthias Rasking,  
Accenture  
October 2016

High performance. Delivered.

