



distinctions

## Change Management

### Client Profile

Our client is a public company that is a diversified manufacturer and marketer of a wide range of small appliances for use in and outside the home. Through its operating subsidiary, our client markets products under licensed brand names such as Black & Decker, company-owned brand names such as Windmere, Littermaid, Belson and private label brand names, primarily in North America, Latin America and the Caribbean.

### Challenge

Our client has been transitioning from operating as a 40-year old, family-run business to a highly-competitive, global company serving customers such as Wal-Mart, Target, Kmart, Sears and others. As such, the company has been challenged with transforming its historical, transactional operations to a more technologically robust organization. The company decided to purchase and implement an ERP software solution. Distinctions, Incorporated was hired to develop, plan and implement the Change Management aspect of this \$15 million company wide initiative.

### Solution

Distinctions, Incorporated partnered with the Project Management Office of this project, working side-by-side the internal, corporate HR lead. Organizational maps were created, outlining each current position and core competencies. The future state (post Oracle implementation) was then mapped and organizational charts were created defining new position and core competencies. A gap analysis was conducted reflecting the transition from current state to future state and the impact to the organizational structure—position by position. Positions were evaluated, core competency models were established and a comprehensive customized training program was designed to address the gaps.

### Result

Employee buy-in and commitment was established. There was minimal impact or disruption to organization while maintaining operational continuity. Project was completed on time and within budget.