

Commentary February 2003 - issue 2

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Is your business in need of a revamp?

Organisations often operate with business processes that are either outdated or redundant. Many of these processes have not evolved with their owning functions and consequently have lost their relevance over time as roles, responsibilities and customers' requirements change.

One sure sign that a business or department might not be operating effectively is a lack of consistency in the way a service or product is delivered

or managed. This often comes to light through customer complaints or customer or employee surveys.

How we can help

- If you are reviewing the way you deliver your products or services or you would like a way of measuring your organisation's or department's effectiveness, we can help.
- If you wish to assess or reduce the cost of bringing

your products or services to market, we can help.

- If you have already identified what needs to change and determined a course of action to make improvements within your business, we can work with you to make the change happen.

Please contact us on 0845 125 9612 or e-mail info@amosbutler.com.

Corporate Social Responsibility Briefing

Most companies are aware of the growing demand to develop Corporate Social Responsibility (CSR) policies. Companies are now facing pressure from consumers and Non-government

Organisations (NGOs) to consider how the way they run their business affects their staff and communities, ensuring their customers get a fair deal and that the products being sold and their ingredients come from ethical sources.

CSR is the term used to describe a commitment to

manage these. Companies operating as responsible corporates are either working to deliver positive impacts or towards minimal negative impact from source to the point of sale.

Steps to CSR

- Develop an ethical purchasing policy.
- Work in partnership with community groups to identify mutual goals.
- Conduct regular audits of social and environmental performance.

- Communication; involve employees in decision-making.
- Promote from within and institute fair and open performance management practices.
- Reduce CO₂ emissions.
- Reuse and recycle.

We can advise and help you to develop your CSR strategy or work with you to evolve an existing one.

Please get in touch with us on 0845 125 9612 or e-mail info@amosbutler.com.

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Why change programmes fail

A study was conducted recently into why programmes to bring new ways of working into companies often fail. The study looked at 288 companies in 51 countries

The initial findings have identified the following among the top reasons why staff and managers oppose organisational changes:

Staff

- Unclear understanding of why the change is happening, inadequate knowledge of the change itself
- Believe the current systems are fine as they are
- Fear of job loss
- The project is seen as a "flavour of the month," just like the last one

Managers

- Disagreement with the new way
- Limited resources; overload of current tasks and responsibilities
- Lack of skills and experience to manage the change effectively

Source: Prosci - Change Management Learning Centre

About Amos Butler

Amos Butler associates have delivered and managed change programmes ranging from information technology to Corporate Social Responsibility. With over 30 years of change management and process re-design experience between us, we have the depth and breadth of experience to work with medium-sized to large organisations within the private and public sector.

We Can Work with You

We provide advice and hands-on assistance to companies wishing to review their current practises or wishing to make changes within their organisation. If you would like to talk to us about planned changes to your company's or department's ways-of-working, either e-mail info@amosbutler.com or call us on 0845 125 9612.