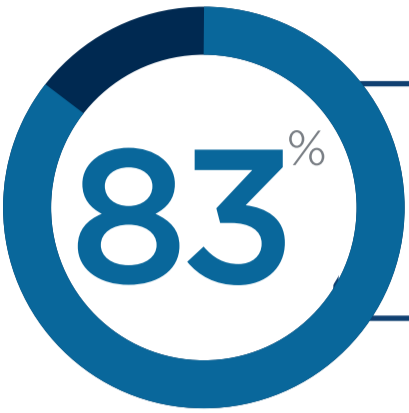


KEYS TO CHANGE MANAGEMENT IN SUPPLY MANAGEMENT

Both internal and external factors have accelerated change in supply chains, and as a result, many supply chain organizations are undergoing a digital transformation.



of supply chain organizations have technology environments that are evolving to meet customer and business needs.

With transformation comes additional employee responsibilities and changes to how they work. Organizations must manage change carefully to ensure it is embraced at all levels.

MOTIVATION FOR EMPLOYEES

A key barrier to change is internal resistance. Managers are essential to motivating employees to adopt change.

Managers should pay attention to how they communicate change to employees. APQC recommends managers take actions such as:



INVOLVING
employees in determining what and how to change



DEMONSTRATING
how to make the change



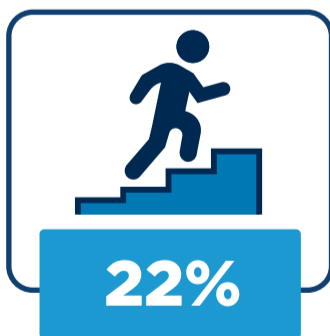
RECOGNIZING
employees for adopting change

MOTIVATION FOR MANAGERS

Organizations have room for improvement when it comes to rewarding managers for leading change.



OF ORGANIZATIONS
DON'T REWARD
CHANGE AT ALL



INCLUDE IT AS A
FACTOR FOR
PROMOTIONS



USE MONETARY
REWARDS

Tying managers' financial rewards and promotion opportunities to effective implementation of change projects can help ensure the success of digital change.

Adopting new technology can be threatening for employees because it modifies how employees work and creates additional tasks for managers as they engage employees in the change.

Organizations should give staff a sense of ownership by involving them in change planning and by rewarding change leaders.