Whitepaper

The Role of Change Management in Digital Transformation

Digital transformation is a compelling business need today. The transformation process can also be an exciting phase as modern technology investments happen to fulfill the organizational vision in a more efficient and effective manner. It is expected to **free up resources from mundane or repetitive tasks** to add greater value to the organization. It promises **access to data and insights that can improve decision-making.** It can provide more visibility and better control in **bringing together people, processes and systems.**

Digital transformation and automation are here to stay. But it is critical that the **transformation process is handled with a robust, well-planned change management system in place.**

As the actual process begins, **the complex and daunting nature of transformation becomes more evident.** Organizations must integrate a change management process with their quality management system to **assess the risks of the change** and implement mitigative measures. If there is lack of visibility into the impact/effect of the changes on business processes, it can lead to unexpected disruptions to operations -- causing delays in production, nonconformances, and even noncompliance. This naturally leads to increased costs, lower productivity,brand damage, and loss of customer loyalty and revenues.

Change Management Best Practices

Changes cause disruptions to processes and operations. These could be in the short term, till the new process is working effectively, or may require functions or processes to be modified completely. Therefore, managingthe impact of new technologies in different functional areas of the organization becomes critical to allow for the transformation to be smooth.

A change management solution well-integrated with the quality management system can facilitate the transformation without compromising production values and the quality of processes and products.

Change management integrated with the QMS can **help with a smooth transition** as it can help organizations plan, prepare, and execute the changes. It can improve ROI by **fully realizing the benefits of the transformation through better management of the challenges and risks.**

Change management software enables the management of changes in a controlled and safe manner using a process or a set of tools and best practices to minimize risks. An **efficient change management program improves the success rate of transformation** but must be driven by a clear vision, engagement of the stakeholders in the process, and a clear plan to implement and monitor the progress and outcomes of the change.

A modern powerful QMS is both a foundational core system and a great sales tool as a medical device manufacturing/operations service provider.

Right after the demo, we knew we had a winner. The implementation process was relatively smooth and our solution engineer was top notch. We went live a couple of months ago and recently aced through our first customer external audit.

If you are searching for a modern, flexible and powerful QMS solution for a forward-looking company, look no further: CQ is your answer.

Bernal R., CEO, ITEK

Request a Demo

The 8-Point Checklist for Fool-proof Digital Transformation

For any digital transformation project, an effective change management process should include the following best practices:

Defining Goals: Digital transformation needs to have a clear-cut goal to align all the stakeholders to work cohesively. Defining the goals, communicating them to all the stakeholders, getting their buy-in, and working towards the common goals is critical.

Identify Gaps: Once the goal has been identified and shared with all, the next step is to assess the current state of the organization's digital capabilities and the gaps to determine what needs to change.

Plan the Transformation: The transformation should be well planned with activities decided, deadlines fixed, and roles assigned. There may be resistance to change and therefore, the plan should include addressing the concerns of the employees.

Assess Risks and Impact: Changes may have a positive or negative impact. Determine the risks, assess the impact, and put in controls to mitigate the risks. If the risk is too high, a change in approach may be necessary.

Understand Regulatory Obligations: The corporate culture as well as the industry the organization operates in determines the risk tolerance of a company. Another factor impacting the threshold is the regulatory requirements that govern the industry. Ensure there is clarity on the approvals required and align the change management process to meet those requirements.

Pace the Transformation: Instead of doing everything at once, having a staggered approach will give everyone time to adjust to the new process and also understand the impact of the change.

Monitor and Track: Has the change implemented resulted in the desired outcome? Is it really making processes more efficient? Assessing, monitoring, and tracking the impact of the changes will help course-correct or continue with the process to ensure success. Use data to constantly monitor changes and assess risks. This will help with continuous improvement and automating the process.

Training and Support: The changes may also need upskilling of employees and partners to adapt to the new way of working. Change management helps gain visibility into the training needs and provide the right kind of training to the different stakeholders.

The success of digital transformation lies not only in the technologies implemented but how well it is used. Change management helps businesses embrace the transformation wholeheartedly by identifying risks and challenges early and creating solutions to overcome them.
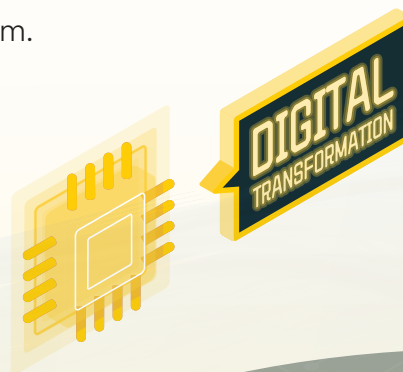
Benefits of Integrating Change with Quality Management

Change Management Software allows businesses to establish and follow best practice processes with supply chain partners to address the entire change management lifecycle. The software supports each aspect of the change management process from initiation, impact assessment, review/approval to execution tracking, verification, and closure.

Well-designed Change Management of Quality Processes – the Backbone of any Quality System

CQ Change Management Software connects automatically with other QMS processes including CAPA, Document Management, and Training Management to ensure seamless integration between QMS processes. It not only assures compliance by maintaining detailed documentation on all changes, such as those related to design specifications, SOPs, materials, suppliers, and processes but can also greatly enhance your company's productivity and customer satisfaction.

Digital Transformation is a Change in itself. Manage it like Any Other Change.

Implementing a new software to automate and streamline processes is a major change in itself. Using CQ Change Management Software in the process of digitally transforming a quality process is also critical.

Some of the benefits of integrated change management software such as ComplianceQuest include:

- **End-to-end Workflow Management:** It facilitates initiating other related processes such as CAPA, documentation, and training. This improves compliance as it provides access to detailed documentation on all changes, including modifications to design specifications, SOPs, materials, suppliers, and processes. Productivity and customer satisfaction also increase as a result.

- **Improved Governance and Oversight:** The software provides visibility into all the processes, thereby enabling the monitoring of the execution of all changes and conducting impact assessments. This helps to understand the effects of the change across functions and document them, thereby incorporating best practices and being compliant with regulations.

- **Collaboration and Communication:** An integrated cloud-based solution enables evaluating, sharing, tracking, and implementing changes anywhere in the company regardless of where it originates. It provides an audit trail that empowers employees with access to change records to follow actions relevant to their roles/functions. All relevant stakeholders get notified whenever a change affects their function via notifications or integrated enterprise collaboration tools like Chatter. This helps improve decision-making, assigning tasks for tracking, and keeping suppliers updated through the supplier portal. Being a cloud-based system, it allows stakeholders to work together from anywhere with any device.

- **Automated Change Management:** A cloud-based solution also helps to automate the change management procedures and practices and eliminates manual processes that can result in errors and delays. It enables defining the policy and tracking every stage of the change lifecycle from the time of initiation to business/risk assessment, approvals, task assignment, change implementation, and verification. It allows for streamlining the process and guaranteeing consistency and repeatability across the entire change process.

- **Accelerated Change:** Automating the changes and allowing visibility into the impact and associated tasks to relevant stakeholders speeds up the implementation of changes. Documents also get updated in parallel as changes get implemented and tracked, thereby reducing the back and forth between stakeholders and preventing the resultant delays. Productivity improves due to quicker and more effective implementation of changes at lower costs.

- **Improved Visibility and Tracking:** The visibility into processes helps track the changes, their impact, and progress. This improves the effectiveness of the changes and helps the impacted stakeholders plan accordingly. This ensures that the risks associated with the changes have been validated and approvals obtained before the changes become effective.

ComplianceQuest's next-gen Change Management Software is a cloud-based solution built on Salesforce. It allows businesses to establish and follow best practices to address the entire change management lifecycle for digital transformation without compromising on quality and compliance.

Looking to automate your QMS processes and workflows? Are you looking for a solution that'll truly integrate people, processes and systems?

Irrespective of the roadmap of your digital transformation and automation journey, pick an EQMS Solution that comes integrated with a world-class Change Management product. You need a solution that can streamline two types of changes:

- One, the changes associated with bringing in automation
- Two, changes to processes/workflows, etc. based on whatever the enterprise needs

To find out how CQ EQMS, with its complete and connected quality management system can help, request a demo here.

Request a Demo

About ComplianceQuest

Transform to a fully connected business with a **next-generation AI-Powered Product Lifecycle, Quality and Safety management platform, built on Salesforce.** Our connected suite of solutions helps businesses of all sizes increase quality, safety and efficiency as they bring their products from concept to customer success. Our intelligent data-driven platform comes with best-in-class integrated processes to mitigate risks, protecting your employees, suppliers and brand reputation, and to increase innovation, compliance, profit and customer loyalty. ComplianceQuest is pre-validated and easy to implement, use, and maintain, allowing for streamlined communication and collaboration across the product value chain.

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