



## **Tomax Logistics Australia Change Management Procedure Guide**

### **IDENTIFYING NEED FOR CHANGE**

Tomax Management look into the current and future scope of the company to identify any needs for change. We ensure the approved changes are controlled to ensure we remain on schedule, within budget and provide agreed deliverables in alignment with business policies. We manage each change request from initiation through to closure.

### **ASSESS / ANALYSIS**

We assess and validate the necessary changes to be made and discuss the desired outcomes

We define the resources required, roles and responsibilities of the committee members and analyse the impact on staff and processes

We record the cost and impact of change

### **APPROVE AND DESIGN**

If an executive decision is made to implement changes, we document change, re-design jobs and structures, develop further training, set timelines and focus on outcomes and adaptation

### **IMPLEMENTATION / COMMUNICATION - PREPARING STAFF FOR THE CHANGE**

Facilitate agreement of change into the system, processes and policies

Implement and communicate the changes with the staff giving them the support, training and transition they require

Engage with staff in a two-way feedback process

### **REVIEW, REVISE AND CONTINUOUSLY IMPROVE**

Measure quarterly ongoing performance and pursue continuous improvement

Reinforce and reward behaviours' and achievements