

## CHANGE READINESS IMPROVEMENT

CGN developed the engineering change readiness system for the engine operations division of a heavy equipment manufacturer. CGN rapidly developed a system that supports engineering, operations, and logistics in an environment processing thousands of engineering changes per year across several product platforms.

### Business Problem

The client developed and piloted a new Change Management process. It began to implement this process throughout other Engineering groups within the same business unit. To support the pilot, engineering developed a large Excel spreadsheet to track each engineering change project. As the process rolled out to all appropriate engineering groups, and integrate with other functional groups, the spreadsheet soon became a burdensome and insufficient tool. The client asked CGN to develop a solution faster and cheaper than estimated by its own IS department.

### CGN Solution

Working closely with the business client and their IS support groups, CGN developed:

- Systems requirements specifications and received buy-off from all functional groups
- Screen mock-ups displaying look and feel of the system to confirm direction and modify specifications
- Developed and implemented the system on time and budget

### Customer Benefit

In ten weeks, CGN developed and implemented a system meeting corporate IS and business customer requirements. In fact, in the time budgeted for the project, CGN added 75% more functionality than originally required and budgeted. CGN's tool supported the process and new discipline which five months time, has seen:

- Nearly 200% increase in change management meeting participation
- Late job numbers decrease by 50%
- Late part numbers released by engineering reduced by 60%
- Engineering Drawings backlog and late release decrease by nearly 100%
- Planning job number days reviewed increase by 15%

### SCOPE

*Change management readiness system, supporting all processes and management decisions for all products inside a \$2 Billion engine manufacturing division*

### BUSINESS DRIVERS

*Fast-track design, development and implementation of an intranet-based application to support the Change Management process.*



For details call: 1.888.RING CGN (1.888.7464.246) or e-mail: [leanoffice@cgn.net](mailto:leanoffice@cgn.net)  
NORTH AMERICA | EUROPE | ASIA  
[www.cgn.net](http://www.cgn.net)