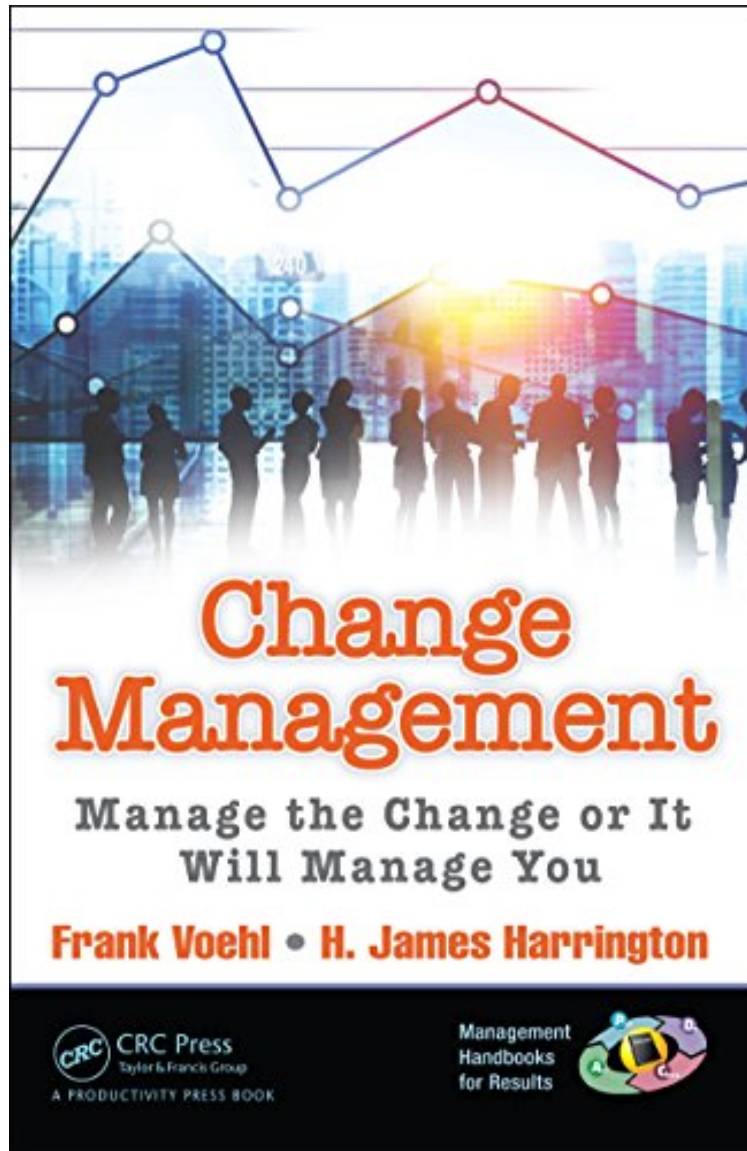


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Frank Voehl, H. James Harrington

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Results):

Change Management: Manage Change or It Will Manage You represents a substantial core guidance effort for Change Management practitioners. Organizations currently contend with increasingly higher levels of knowledge-driven competition. Many attempt to meet the challenge by investing in expensive knowledge-driven change management systems. Such systems are useless, and sometimes even harmful, for making strategic decisions because they do not distinguish between what is strategically relevant and what is not. This Management-for-Results Handbook focuses on identifying and managing the specific, critical knowledge assets that your organization needs to disrupt your competitors, including tacit experience of key employees, a deep understanding of customers' needs, valuable patents and copyrights, shared industry practices, and customer- and supplier-generated innovations. The authors present two aspects of Change Management: (1) traditional Change Management as it impacts the project management team's activities and (2) a suggested new approach to Change Management directed at changing the culture. The focus is to prepare the people impacted by the project and change activities to accept and adapt to the new/changed working conditions. The first half of the book deals with traditional Change Management, which covers the topics of remembering, understanding, and applying. The second half presents the authors' new approach to changing the culture, which deals with analyzing, evaluating, and creating.

About the Author Dr. H. James Harrington is the chief executive officer for the Harrington Management Systems. He also serves as the chairman of the board for a number of businesses. Dr. Harrington is recognized as one of the world leaders in applying performance improvement methodologies to business processes. He has an excellent record of coming into an organization, working as its CEO or COO, resulting in a major improvement in its financial and quality performance. Dr. Harrington is a certified Master Six Sigma Black Belt and received the title of Six Sigma Grand Master. He has an MBA and PhD in engineering management and a BS in electrical engineering. Frank Voehl is the CEO and President of Strategy Associates, Inc., and a senior consultant and chancellor for the Harrington Academy. He also serves as chairman of the board for a number of businesses and as a Grand Master Black Belt instructor and Innovation Coach at Florida International University (FIU). He is recognized as one of the world leaders in applying quality measurement and Lean Six Sigma methodologies to business processes. He has extensive knowledge of NRC, FDA, GMP and NASA quality system requirements and is an expert in ISO-9000, QS-9000/14000/18000, and integrated Lean Six Sigma Quality System Standards and processes.