

Transformational Change

Change is hard – and difficult to execute. Change programmes are larger, more complex and more varied than ever before, and are often poorly designed and badly implemented.

Our solution and value proposition

We work with you to deliver a strategic approach to change by understanding what's driving the need for change, what needs to change and helping you assess the impact to identify a clear vision. Through collaboration, we work with your teams to focus on the critical things that drive successful results – creating tailored plans to execute and embrace lasting transformation.

Typically the critical factors include:

- Developing the case for change.
- Organisational design.
- New behaviors, knowledge and skills.
- Coaching leaders through the programme lifecycle.

We understand the people side of change, and the importance of identifying and engaging key stakeholders at all stages of the journey to support alignment around the need for change.

Our approach

We focus on inviting the wider organisation and customers to be part of the change journey. To achieve sustainable outcomes, we will do this by not only putting the right infrastructures in place but also by ensuring the hearts and minds are connected with the change vision.

Why change?

Change comes to organisations in many forms, but the same central challenges usually apply: communications, culture, change management, alignment and ultimately benefit realisation. Organisations must continually adapt to these changing environments in order to survive, grow and thrive.

New leaders will be asked to step up, jobs will be changed, new skills and capabilities must be developed, and people will be uncertain and will resist. Dealing with these issues on a reactive, case-by-case basis puts speed, morale, and results at risk.

Solid strategies, processes and technology alone do not deliver results, it takes people to accept, adopt, drive, and sustain the change to realise tangible impact.

Here's how we will help

Co-design & User Experience

- Understand what your clients experience when they interact with your organisation.
- Analyse and optimise the customer experience to identify opportunities for improvement.
- Utilise the insight and experience of your customers and employees to co-design and deliver customer centric propositions and solutions.

Impact Readiness & Assessment

- Assess the readiness of your organisation for the next wave of change.
- Understand the barriers to change in your organisation.
- Place your client at the centre of any change effort.

Change Implementation

- Transition through uncertainties and new ways of working.
- Successfully deliver a large scale programme throughout your organisation.
- Ensure stakeholders are engaged to generate positive input throughout the change process to sustain tangible goals.

Benefits Realisation

- Help clients understand the value to be gained from organisational change.
- Gain an understanding and commitment to an organisational change.
- Support prioritisation, implementation and assess the benefits.



Our competitive advantage is our ability to combine our expertise and end-to-end integration capabilities to offer and implement real solutions - not just theories.

We are the partner of choice.

Beca's Transformational Change service offering

To be competitive our clients need to re-think the way they work, creating flexible, scalable operating models that are capable of responding to new market opportunities and operate at a lower cost.

 Co-Design & User Experience	 Change Implementation	 Impact Readiness & Assessment	 Benefits Realisation
Supporting clients to work with customers to design appropriate, innovative and optimal solutions and experiences.	Helping clients to design, deliver and embed transformational change efforts or propositions.	Assessing our clients capability and capacity to absorb and integrate change initiatives.	Assessing change initiatives to understand and sustain the benefits gained by our clients organisations.
Client challenge: A regional city council wanted to understand and improve the experience of their significant customers and stakeholders and were looking to transform their journey and improve their experience.	Client challenge: A major International airport required a continuous improvement and stakeholder management programme – “making journeys better” aimed at improving operational effectiveness and efficiency, and enhancing the passenger travel experience.	Client challenge: An international airline hub as part of their strategic International Modernisation Programme, was looking to examine their core business to improve operational effectiveness and efficiency.	Client challenge: A large defence unit wanted to establish performance-focused strategic partnerships with several of its existing major contractors, with the intent of realising material financial savings and achieving more sustainable supplier capability.
Beca's response: <ul style="list-style-type: none"> Co-designed customer journey mapping which explored end-to-end customer experience across various touchpoints. Reviewed current service strategy and operating model to assess alignment between current and desired future reality. Benchmarked Council's service delivery level against leading industry practices. 	Beca's response: <ul style="list-style-type: none"> Participated in the CEO Steering Group and developed a governance structure. Reviewed all core passenger facilitation processes. Re-designed passenger facilitation and border control processes. Led external stakeholder engagements and managed ongoing continuous improvement activities. Implemented a number of technology systems. 	Beca's response: <ul style="list-style-type: none"> Undertook an assessment of the client's change readiness to launch a process improvement programme. Provided Lean Six Sigma Yellow Belt, Green Belt and Black Belt training to airport staff. Mentored the internal project teams to undertake improvement projects using the DMAIC framework. Acted as an advisor to initiate four work streams of improvement initiatives. 	Beca's response: <ul style="list-style-type: none"> Analysed and provided a range of perspectives on the issues and opportunities faced by the client. Interviewed key stakeholders from within the unit to ensure validation of information and ideas. Defined benefits from an overhaul of client's procurement approach. Developed a selection of options to achieve the defined benefits.
Client benefits: <ul style="list-style-type: none"> Customer persona profiling to better understand customer journey experience (CX). Transformation opportunities for customer-enabling systems, channels, processes, service delivery models and organisation structures. Learn how their clients feel when engaging and communicating with them. 	Client benefits: <ul style="list-style-type: none"> Process based improvements with no major changes to the airport terminal or infrastructure. A 50% reduction in passenger processing times through international arrivals over the previous 18 months. The collaborative approach, a key contributor to the airport being awarded the Top 10 Airports Skytrax awards. 	Client benefits: <ul style="list-style-type: none"> Enhanced continuous improvement in airport operations through the application of Lean Six Sigma principles. Significant savings opportunities within some of the work streams identified. Growth in the internal Lean Six Sigma capability. 	Client benefits: <ul style="list-style-type: none"> Opportunities to improve the unit's overall efficiency and effectiveness – particularly the feasibility of engaging suppliers in incentivised contracting models. A future state road map and programme of work.