

# CULTURAL CLASHES.

We know that culture and behaviours are important, but how do we align them?.

Practical culture change programmes.

Specific behaviour improvement.

Programmes for Process Improvement, ERP and shared services.

Time and time again, we hear about process and technology projects which failed to deliver benefits because they were unable to align the culture or behaviours of key roles.

At a macro level, we involve key groups of people who need to focus on what the new culture should look like, and what the barriers are to getting there. At the micro level we look at specific behaviours against key roles.

For a major Telecommunications company who needed to unite its Procure to Pay departments, we used workshops; posters and role education to help finance and procurement groups focus on a common culture.

We helped a major Aerospace company to work out how effective the users of ERP HR were, and whether their behaviours were in line with the vision. From that we were able to break down barriers and focus on actions to improve KPI's.

We have supported numerous ERP and Shared Services programmes to define specific behaviours for key roles to ensure that the benefits of the projects were realised.