

**Husky Air – Pilot Angels**

**Change Management Plan**

**The Night’s Watch**

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**Change Management Plan**

**Introduction**

Husky Air is running a volunteer service through which they match volunteer private pilots to patients in need. These volunteers donate their time and aircraft to take medical equipment, patients, donor organs etc. to the respective medical institutions on their record. Husky Air needs to match the pilot with the stated requirements. Travel requirements need to be matched with the pilot’s capacity to perform as well. Husky Air wants to have a computerised system to enable matching of requirements to the pilots volunteering. Thereby cutting the time taken in manually trying to carry out this process and also hugely improve their service.

**MOV (Measurable Organizational Value)**

Husky Air is looking to improvise upon its method of carrying out their manual file operations at a quicker pace in order to be able to provide their services in a better way to the patients in need. The team is tasked with collecting various details of the volunteers, aircrafts, patients, service costs and also the medical institutions like hospitals, donor banks etc. to create the database required. This improvement will facilitate in optimizing the business value by reducing the time cycle needed for carrying out the various operations and also building upon their network. In the long run, more planes, pilots, instructors, mechanics and stuff positions will be created to support the growth.

**Sponsor of Change**

Husky Air – Executive Board.

**Agents of Changes**

Project Manager and Project Team.

**Targets of Change**

Husky Air Employees who have been working on physical files need to acquire computer skills. Proper training of the employees and other non-technical staff has to be done in parallel to be able to use the computer based system once it is properly set up. Retaining old employees who are aware of the internal operations of the company is very important. We need to give them a reason to stay on.

**Change Assessment**

**Betty**

Willingness – She does not like change. She has been thinking of an early retirement as well. This shows that she is just not willing to adapt to the changes ahead.

Readiness – She is scared of dealing with computer systems, and wants to retire soon before the new system is introduced. So not at all ready for the change.

Ability – Since Betty has been working with Husky Air for years together and knows the internal operations of the company so very well, it’ll be a definite loss for Husky Air. She should be talked into making a sincere attempt into learning how to use the new system.

**Junior**

Willingness- He is just not willing to get into the groove of the new system.

Readiness – Since he is a troublemaker and has been spreading rumours about the new system and how it would lead to firing of many employees, he is definitely not ready for the change.

Ability – It is just better to keep him around to keep a check on him rather than firing him and having issues with the airport’s planning and control commission. If pushed a little, he should be trained to use the new system since he is a young employee.

**Strategy Adopted (Normative - Reeducation Approach)**

All the employees of Husky Air are told about the importance of having a computer based system. The benefits of having a computer based system such as reducing time of processing and such is definitely emphasized upon. Reduction in processing time is assumed as most important when people are in dire need of medical attention. A reeducation policy is adopted to educate employees about using a computer based system. In this day and age, it is very important for employees to be able to deal with such systems. It makes their work much easier and helps them in delivering an efficient result of their work.

**Implementation and Tracking of Plan**

* Project tools such as Pert chart and Gantt chart need to adopted to track the progress of the change management plan. These tools help in setting the benchmark needed.
* Informal communication channels need to set open in-order-to receive feedback from the employees. Communication is key.
* Issues of stakeholders need to addressed for an effective change management.
* Potential resistance from the employees needs to be handled because they have been so used to working in their old ways. Employees might fear about the data security of a computer based system. They will have a lot of questions; they should be answered to patiently.
* There can also be concerns regarding time needed for the transition to computer based system, these concerns would need to be addressed.
* Conflicts can arise as a result of resistance to change. Conflicts need to be identified early and have to be handled. Unresolved conflicts lead to undesirable consequences. The issues with Betty and Junior need to be resolved for smooth sailing of the project. Betty needs to be retained and also hiring needs to be done for someone to replace her eventually.