

*Change Management*

Ragavi Ravindran

Kerin Chrysostom

Emil Gnanapragasam

Duke Rupenthiran

Anthony Lucchese

Tuesday October 30, 2018

***Table of Content***

Change Management ……………………………………………….…………….3

**Change Management**

Change management is defined to be a systematic methodology that deals with the transition or revolution of a company’s objective, processes or information technologies. The objective of change management is to control the lifecycle of all alterations through implementing tactics and allowing valuable modifications to be completed with minimum disruption to the company. This aspect of management focuses on responding to consumer’s demand while maximizing market offering and responding to business and IT requests; making changes and aligning it with the organization goals. It is crucial for corporation to successfully analyze and understand the impact on the existing process, systems and employees within the corporation through the adjustments and replacement that will occur.

Currently, Cusina Di Paisano’s current process are handled in various strategies. For example, the communication between the server and the back kitchen is handled in such a way that the sever inputs customer’s order into a system. Once it is placed, the order slip is printed and chef prepares the meal and ensures the order is accurate based on the slip. Paisano’s allows customers to place orders in stores as well as their website. Another process deals with the front-line staff and management. This process requires staff members such as waiter and waitresses to calculate the end of the day sales and their total tip.

Our company, Darek’s Technology and Consulting is implementing a new process that will change Cusina Di Paisano existing procedures. We are implementing three different technologies that will improve the process. Each of the technology we are employing will alter the way the organization operates. One of the information technologies we are trying to enhance is the communication between the front and back of the restaurant by implementing a screen that displays the order time, what customers ordered and the table number. We are employing social media, which will increase the advertisement and attract more online orders and lastly, we are executing a system that allows us to input numbers into the system that will calculate cashflow automatically.

Deploying new systems within the company can bring success and improve the existing process or affect the company. Deploying new systems into the business process will change how the business operates and affect members of the organization in some way. Using the Leavitt diamond model, it will illustrate how change is managed through the organization through a structure of four different entities known as people, structure, task and technology.

At Cusina Di Paisano, they have employees who help operate the workplace where they utilize their skills, efficiency and knowledge. The new cash out system that allows waiters to input numbers into a system that then calculates the cashflow automatically alters the way waiters and waitress calculate cashflow. The previous process of cash-out is much more work compared to the new deployment of the system. Changes in task would impact employees as they would have to first introduce the new method, educated and train them. Moreover, changes in the process would involve employees altering their roles and would need guidance to learn how to operate the new process of their position.

The structure of Cusina Di Paisano would be alter as members of the organization such as management as well as employees must adjust to the changes. Since we are looking to implement new systems, changes in the structure of the organization will occur. The new system we are implementing such as a system that aids in the communication from the frontline to the back will reduce the wait times and the way the two departments communicate with one another. The changes that take place within the business will affect the people as they will reduce the number of staffs required due to the information technologies deployed. This changes the structure of the business because they will have limited number of employees compared to before.

Changes in the business process can make members of the organization feel uncomfortable and can take a long time for employees to adjust. They way employee perform their task can alter as time progresses. Modifications made within Cusina Di Paisano will alter how things are being done and the company’s goals. Any variation that occur in the business is done to achieve an ultimate goal that a company has set. Our goal as Darek Technology and Consulting is to provide Cusina Di Paisano with valuable system that will enhance their business process to better assist customers. Advancing the existing process to adapt to technology will alter the way the business operates and will raise the benefit of the goals. Implementing systems will make the tasks more productive where the company will be able to work at their full capacity. The systems we are executing in Cusina Di Paisano will increase customer orders, attract new customers through their use of social media and improve their process of the financial activity between the manager and servers.

Technology has evolved through time and is a major advancement that companies are implementing to aid in the operation of their business. It is a component that supports and facilitates individuals to perform their task. At Cusina Di Paisano, technology is a key component we will be deploying to their process as it will help perform multiple task. We will be utilizing a excel application to input day-to-day numbers to determine the end of the day net cash. Another system to display order numbers, order information and time lapse of 20 minutes to prepare the order. Lastly, we will be creating a social media platform to attract more online orders.

It is important to manage and monitor the change that occurs in the company. Keeping documentation will help the company analyze how such transformation to the current process benefits the company. Companies can alter their operation but as key stakeholders of the business, they must ensure that the change is benefiting them. We have analyzed how revolution will affect four different entities and how each will be need to adapt to the transformation continuously. Change is evolutionary and it is important for companies to promote change to improve their business.