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Change Management and Business Process Engineering

Thom McElroy, Accenture

ABSTRACT

Georg C. Lichtenberg: "I cannot say whether things will get better if we change; what I can say is they must change if they are to get better." You've installed a new software system in your business. This implementation results in a change of process, user interface, and reporting that is all for the better of the business. The issue is that nobody wants to use it. What went wrong?

This session brings together both the real-life experiences retailers face in dealing with change and the observations that Accenture has made in expediting change while supporting companies in implementing systems and new processes.

No paper was submitted for publication.

CONTACT INFORMATION

Thom McElroy
Accenture
thomas.a.mcelroy@accenture.com

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