

# Bevington Methodology Change Management

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BEVINGTON GROUP

PERFORMANCE OUTCOMES DELIVERED



# Our Change Management Approach



## **Structured**

We've developed a range of tools applied before, during and after change to ensure our projects have the highest chance of success



## **Pragmatic**

We are experienced at compiling and presenting the facts in a meaningful way which all levels can understand



## **Collaborative**

We work with you to help implement successful change in a way that is tailored to your organisation's needs



## **Top down / bottom up**

We gather valuable insights from those affected by the change during strategy development to ensure buy-in at all levels of the organisation

**Support your business to deliver change successfully using a broad array of tools and skills, from capability building to hard metrics, from outbound communication to feedback loops.**

**Our Change Framework** masters the art of making a difference, for the customer, staff and business



# Our experts support individuals, teams and organisations to deliver successful change

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## Common challenges



**Failure to generate buy-in** why change is necessary often leads to a lack of enthusiasm and resistance to the proposed change.



**Inexperienced change managers** struggle to see the change all the way through to the end, and often revert into old habits.



**Ineffective governance** leads to a lack of accountability and a breakdown in communication.

## The Bevington difference



We help you to **define why** change is required, **what** needs to change and **how** it will be executed. We build **momentum and enthusiasm** for the change by identifying and implementing quick wins.



We support you to **identify change champions** at every level of the business. **We coach and mentor** team members and enable them to effectively implement structured frameworks and deliver ongoing success.



We **deploy proven governance structures** to ensure clear accountabilities, effective communication and precise measurement of business benefits.

# Bevington has three clear differentiators

1

## Specialists

We offer highly specialised services in business model, customer service model and operating model design, process improvement, and change management.

Our personnel are experts in our core disciplines. They are supported by leading edge methods powered by advanced software.

2

## Methods

We deploy the right methods for your assignment, drawing from a range of techniques that have proven their worth time and time again.

From pinpointing waste in processes, role design, systems and structures, through to collaboratively designing a new enterprise, Bevington Group has the tools for the job.

3

## Knowledge Transfer

We provide a genuine knowledge transfer service, growing the capability of your team, so they can lead the definition and delivery of change.

As capability grows, your teams have ownership over their own change program, which increases the likelihood of successful productivity improvement.

# Our Net Promoter Score is world class

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"What they do well is define the problem and current state and then agree with you the future target space and build a roadmap to get there."  
– Senior Executive, leading Australian Bank

"The three key pillars of Bevington are academic credibility, high EQ and people skills."  
– Transformation Lead, Financial Planning company

"They have excellent tools and models – XeP3. Their key capabilities lie in utilising these tools to reduce FTE effort and waste – very well used in our organisation." – Senior Executive, leading Australian Bank

"Bevington has helped us transform our operating model from a very traditional approach to essentially a leading edge view for a modern regulator."  
– Executive Director, Federal Government Agency

"The Bevington Group is a professional, flexible and outcome focused team. The final report exceeded expectation, was tidy and easy to implement."  
– CEO, Insurance Company

"Bevington have the benefits of a focused team and considerable redesign experience."  
– CEO, Health Services provider

# WHY BEVINGTON GROUP?

## EXPERIENCE

The Bevington Group is Australia's leading specialist process improvement, business operating model design and change management service provider. With more than **25 years** of experience and having worked on over **1000 engagements**, the Bevington Group is ideally placed to work with you on this assignment.

## OUR CLIENTS

We have worked with **a wide range of Australasia's most significant businesses and iconic institutions**, including: ANZ Banking Group; Asgard Financial Services; Best & Less; BT Financial Group; CGU; Coles; GE Finance; Harris Scarfe; Hastings; Laminex; Myer; NAB; Orora; Pacific Brands; Royal District Nursing Service; Shell; Swire Group; TAL; The Royal Flying Doctor Service; Unisys; Visy; and Westpac Banking Corporation (Retail Banking, Business Banking, Westpac NZ).

We operate in **diverse industries**, including: finance and banking, health care; government; insurance; supply chain and transport; manufacturing; utilities; aviation; telecommunications; tertiary education; and scientific research institutions

# METHODS SPECIALISTS



## OPERATING MODEL DESIGN

Ensure the optimal combination of roles, skills, structures, processes, assets, and technologies that allow your organisation to deliver on its service or product promises



## PROCESS REENGINEERING

Apply a unique mix of standard lean methods and advanced business process improvement techniques



## LEAN AND AGILE

Use Lean techniques to identify value, eliminate waste, and create flow. Use Agile for collaboration, customer focus, and faster/flexible delivery with lower risk.



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