

# Change Management | H1 Notes

## How to Prepare for Change

- Change in leadership style to a facilitator manager.
- Training
- Negotiate with employees
- Give employees power to make decisions in regards to change.
- Communication
- Total Quality Management
- Teamwork
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## Total Quality Management

TQM stresses quality at every step of the product's life. This includes customer after care as well as the quality of the product. Benefits include reduced costs of product liability insurance due to better products, an increase in sales, employee empowerment and quality recognition marks/symbols.

## Recognised Quality Marks

1. The Q Mark – Irish marking that indicates quality.
2. ISO 9000 – Internationally recognized certificate that indicates quality. Very good at attracting customers.

## How IT Helps Management

IT helps in management in many different ways. First, it can aid market research by giving them a platform to find out information about the market on. Second, it gives them a place to advertise. Third, Computer Aided Design (CAD) is used by businesses to make new products.

## Reasons for Change

There are many reasons why change occurs, such as employees wanting better working conditions, changes in the market, technology breakthroughs, new competition or laws.