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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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**Quality management systems - Organizational change
management - Processes**

质量管理体系 组织变革管理 过程

(English Translation)

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Table of Contents

Preface	
Introduction	
1 Scope	
2 Normative References	
3 Terms and Definitions	
4 Organizational Change Management Concept	
4.1 General Provisions	
4.2 Organizations and Stakeholders	
4.3 Conditions under which organizational change may occur	
4.4 Organizational Change Management Process Perspective	
4.5 Process Model	
5 Governance Process	
5.1 General Provisions	
5.2 Process	
5.3 Objective	
5.4 Results	
5.5 Develop organizational change management policies and strategies.	
5.6 Document Information	
6. Management Process	
6.1 General Provisions	
6.2 Change Scenario Process	
6.3 Stakeholder Identification Process	
6.4 Intervention Definition Process	
7 Implementation process	
7.1 General Provisions	
7.2 Problem Identification Process	
7.3 Affected Stakeholder Identification Process	
7.4 Intervention process for affected stakeholders	
7.5 Change Management Reporting Process	
8 Measure the intervention progress of affected stakeholders in the change matrix	
8.1 Change Matrix	
8.2 Assessing the Position of the Change Matrix	

8.3 The set of affected stakeholders will change the matrix position to a higher level.14

Appendix A (Informative) Process Document

A.1 General Provisions

A.2 Governance Process Documents

A.3 Management Process Document

A.4 Implementation Process Documents

Appendix B (Informative) General Definitions

B.1 General elements applicable to documents

B.2 General elements applicable to records

Appendix C (Informative) Comparison of this document with ISO 9001

C.1 Overview

C.2 Relationship between the clauses of this document and the clauses of ISO 9001

C.3 Relationship between ISO 9001 clauses and the clauses of this document

References

Foreword

This document is a standard or guiding technical document.

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part 1: Structure and Drafting Rules of Standardization Documents". Drafting.

This document adopts ISO /T S10020.2022 "Quality Management Systems - Management of Organizational Change Processes".

Introduction

The purpose of this document is to describe the process of Organizational Change Management (OCM), which organizations can use when conducting any form of organizational change management.

These processes. It includes a detailed process description of the organizational change management process.

Since organizational change management is a key method for mitigating risk in organizational development, this document follows a risk-based approach.

Risk-based change management is the best practice approach for developing strategies and managing organizational change, enabling change to prioritize and focus on the most important needs and risks. opportunity.

The description of each process uses the general process template provided in ISO /IEC

/IEEE 24774.2021 and covers each process. Purpose, outcome, activity, task, and information items.

This document aims to provide organizational change management practitioners with the core guidance they need to effectively implement change management within their organizations. Quality Management System Organizational Change Management Process

1 Scope

This document outlines the governance, management, and implementation processes for Organizational Change Management (OCM) that can be used for organizations, projects, or smaller-scale activities.

It includes a general process description of organizational change management, and also provides supporting diagrams describing the process.

This document applies to, but is not limited to, change initiators, change drivers, change team members, and project managers, especially those responsible for governance and management. And the personnel who implement organizational changes.

2 Normative references

This document has no normative references.

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 Aggregation model

A comprehensive view of the current state of organizational change.

Note: The overall view shows the position of the relevant party (3.3) on the change matrix (3.2).

3.2 Change matrix

A two-dimensional array representing the relationship between the product or service realization phase and the organizational change phase.

Note: The product or service realization stage is represented by the x-axis, and the organizational change stage is represented by the y-axis.

3.3 interested party; stakeholder

An individual or organization that can influence, is influenced by, or believes itself to be influenced by a decision or activity.

Examples. customers, owners, people within an organization, suppliers, banks, regulators, unions, partners, and may include competitors or opposing social groups. [Source: GB/T 19000-2016, 3.2.3]

3.4 Intervention measures

The process of changing organizational behavior.

3.5 Organizational change

To adapt to the environment and improve business performance, organizations implement their organizational change strategies through organizational change processes.

Note 1: Organizational change is a process that enables an organization to adapt to its environment and improve its business performance, thereby facilitating the implementation of organizational change strategies.

Note 2: Key factors that distinguish organizational change include.

- a) Focusing on the human and social aspects of organizations in conjunction with technological and structural elements;
- b) Pay attention to the organization's culture;
- c) Encourage collaboration between organizational leaders and members.