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**Quality management systems - Organizational change
management - Processes**
(English Translation)

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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".

Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents.

This document was proposed and is under the jurisdiction of the National Technical Committee on Standardization of Quality Management and Quality Assurance (SAC/TC151).

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.

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).

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.

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.

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.