



Strategic Planning and Implementation

MANAGEMENT AND TECHNOLOGY CONSULTING

Smart technology and processes can empower organizations to navigate operational complexities, improve performance, and enhance resilience. Adopting the right change management strategies and practices will enable organizations to thrive.

Navigating Change in a Dynamic Environment

Industries are facing unprecedented changes, balancing challenges like climate change, aging infrastructure, mismatched technologies, and budget constraints. To succeed, organizations need to adapt quickly to market conditions, workforce trends, and technological advancements. Without a strategic plan and implementation roadmap, change can be difficult, especially in sectors known for being change-averse and late adopters.

Strategic planning helps organizations achieve their goals by defining vision, mission, and

long-term objectives. Stantec helps organizations identify industry opportunities, anticipate regulatory shifts, and mitigate potential risks. This customized, proactive approach improves decision-making, fosters a culture of continuous improvement, and optimizes resources.

Stantec recognizes that successful organizational change requires alignment between people, processes, and technologies. We collaborate with clients to stay ahead of the curve—knowing that transformational change is built on 10-percent technology, 30-percent processes, and 60-percent people. Our team develops agile, digitized service models to support a transitioning workforce while enhancing operational efficiencies.

Business Process Improvement

Processes are the backbone of an organization and its culture. Enhancing these processes drive change, enabling businesses to stay dynamic and maximize investments. With our expertise, we can build on existing practices and successes, address areas needing improvement, and develop clear strategies for implementation.

To improve end-to-end processes, we use Lean Six Sigma and the five-step DMAIC approach—*Define, Measure, Analyze, Improve, and Control*. Streamlining data management, optimizing performance metrics, and validating the flow of data is monitored for improvement, leading to greater efficiency and synergy.

Stantec offers a comprehensive suite of business process improvement services including process documentation, standardization, and controls. We specialize in process re-engineering and create detailed enterprise process maps using BPMN 2.0 standards. Our team identifies gaps and opportunities



for enhancements, while our future-casting services help predict and improve future performance.

Change Management

As the utility industry evolves, structured change management helps staff successfully adopt and support improved business practices. We guide you through this journey using the three-phase Prosci® ADKAR® model, delivering immediate and long-term benefits—both internally and externally.

Going beyond the “what” to holistically address the “how”

We work closely with our clients to effectively manage the transition, fostering a positive culture, high employee engagement, and overall organizational success.

Our Change Management services involve creating a comprehensive communications strategy, planning, and messaging. We assess organizational readiness for change and provide sponsor coaching to clearly define roles. Our focus extends to project

change characteristics, branding, resistance management, and training plans. Additionally, we establish and monitor change KPIs/metrics and reinforcement strategies to track progress towards achieving the goals of the change initiative.

By leveraging our expertise and proven methodologies, your business processes are optimized for current needs and positioned for future growth and success. Our organizational change services align with your long-term strategic implementation programs, reducing operational impacts and adding up to significant cost savings.

Related items

- [PWB Asset Management, Business Mapping, and Change Management](#)
- [Greeley Utility Billing and Customer Service Assessment](#)
- [City of Atlanta Smart Utility Program](#)
- [Enterprise Asset Management Framework and Business Improvement Program](#)
- [4 ways smart utilities improve water infrastructure](#)



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