

Agenda Item 5

Regulatory Services Partnership

Change Management Task Group

Terms of Reference

1. To take the lead on transition management ; ensuring that 'business as usual is maintained during the transition period and that the agreed changes are effectively implemented into the business
2. To prepare each business function for the transition to new ways of working and determine new business processes
3. To oversee the implementation of new businesses processes which reduce costs, are sustainable and improve the customer experience.
4. To manage the realisation of benefits of the shared servcie
5. To identify and implement the maximum improvements in business operations
6. To work with the Change Manager to ensure that the transformation plan (those identified as tasks for the RSP MT) including the scope of each task covers the necessary aspects required to deliver the services that will lead to operational benefits

Change Grid

- Direct cost savings
- Efficiencies
- Sustainability
- Customer experience
- Innovation

This page is intentionally left blank