

# Measuring change

Culture and Behaviour are by far the most important drivers to achieve desired change. This can be translated into the 'change capability' of the organization. This is not new. What is new, however, is that we can objectively measure this. This often provides surprising insights and can lead to significant steps forward. With more success for the organisation and higher client satisfaction as the ultimate outcome. Therefore, this deserves extra attention.

To provide a better understanding of the type of contexts where we use the Business Fitscan, we have translated several perspectives and questions into a diverse set of programs, three of which we will further explain here:

## Awareness

If you consider change capability of your organization important / if you have the following questions:

- How do we consciously deal with change capability?
- How do we ensure a common X understanding?
- How can we improve?

Then we can offer you a clear perspective. ▶

## Implementation of projects

If you wish to implement a project as effectively and efficiently as possible / if you have the following questions:

- Is the organisation ready for this?
- What are the risks and pitfalls?
- What concrete steps can I take to ensure the success of the project?

Then we can offer you a clear perspective. ▶

## Monitoring

If you wish for your organization to stay fit and healthy / if you have the following questions:

- How do we make this tangible and visible?
- How do we ensure its sustainability in the future?
- How do we actively steer towards these goals?

Then we can offer you a clear perspective. ▶

Other examples of programs are:

## Bottom-up innovation

Employees are your best advisors. They provide a continuous flow of improvement ideas and innovations. However, a good change capability is a prerequisite for this to happen.

## Continuous Improvement

To remain relevant, every organization needs to continuously improve and adapt. Success depends on the ability to effectively manage change. The Business Fitscan shows what the current situation is and tracks progress over time.

## Change capability of a department

Departments also need to be able to change in order to become and remain effective. We identify potential obstacles and advice on how to address them.

## Transformation

The fitness/change capability is crucial in transformations. We provide insight in expected challenges and pitfalls beforehand. We also track those over time, so that you can take measures from the beginning and throughout the process to increase the chances of success.

## Mergers

A merger process takes time and gives rise to a lot of emotions. Different stakeholders with their 'own' history and preferences pose a risk. We provide insights into these risks throughout the process.

## Leadership

Leadership means realizing changes. The leader determines the change capability of an organization. We provide insight in this development.

Your question is leading. We help your organization to move forward and accelerate with the insights provided by the Business Fitscan.

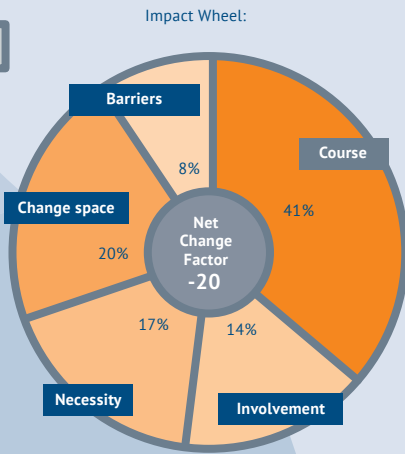
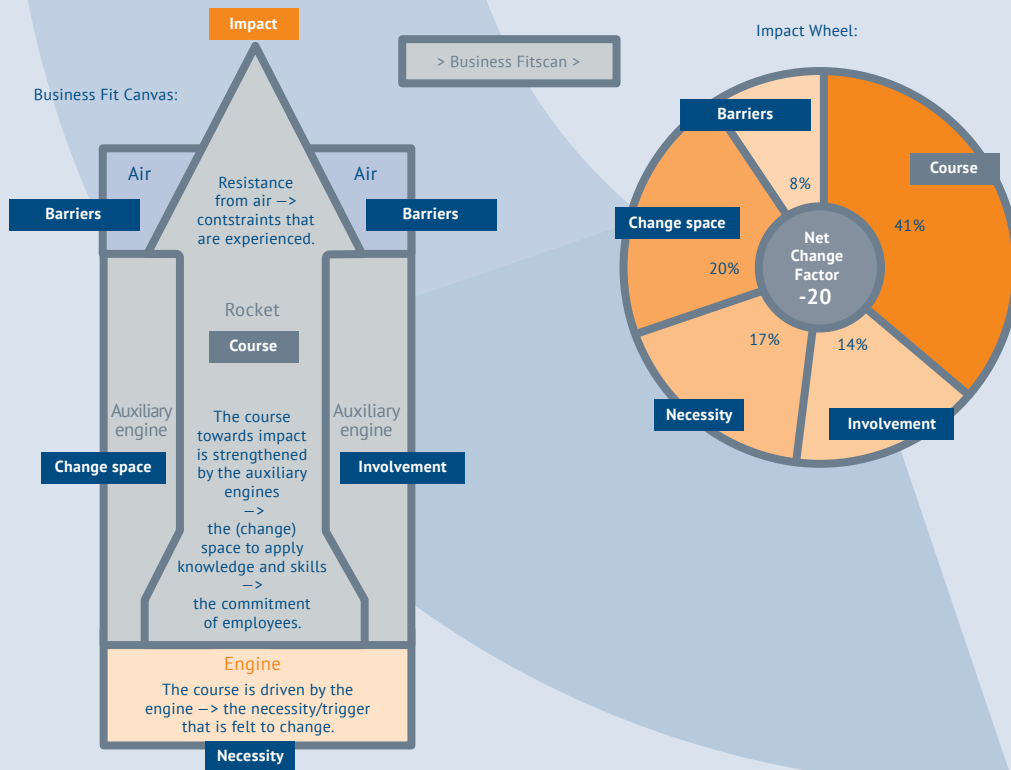


# The instrument: Business Fitscan

The Business Fitscan is a comprehensive and scientifically based approach to determining change capability and provides concrete tools to take targeted measures.

To measure change capability and steer change processes, we have developed multiple products. For larger and more complex organizations, the change capability is determined through an objective measurement (Business Fitscan) and analyzed and discussed with the guidance of a Business Fit Coach.

To achieve optimal results from the scan, you must be able to read the results well and understand what insights you can gain from them. Therefore, the Business Fitscan is combined with a workshop. This allows the results to be directly translated into action, increasing the likelihood of success immediately.



## 5 ChangeDrivers

The change capability is determined by five relevant and controllable change drivers: The Necessity, the Course, the Involvement, the Change Space and experienced Barriers. The Business Fitscan methodology provides a concrete measurement of these drivers, independently and objectively determining the degree to which they have been developed. This insight makes it possible to take targeted and substantiated measures.

### Impact Wheel

The 5 changeDrivers are strongly related to each other. This relationship is made visible in the Impact Wheel. This gives you a quick view of the extent to which each of the 5 changeDrivers influences the change capability, and therefore where the maximum effect can be achieved.

### Standardized approach

A standardized approach keeps costs low and fosters time efficiency.

### To be combined with

The Business Fitscan Customized can easily be combined with an Employee Survey or Leadership development, minimizing the extra time required from employees and allowing costs to be reduced.

### Targetgroup

Business Fitscan is particularly suitable for larger and more complex organizations that want to work structurally on their change capability, in the case of reorganization, mergers and digital transitions, and in large, complex projects.



## Planders is a certified Business Fitscan Partner

Here at Planders, we help organizations assess and improve their ability to undergo change, making the process faster, more successful and enjoyable. With the advice from a Business Fit Advisor, we provide a validated approach to lay the groundwork for a successful change.

## Planders

How can change work for your organization? We would be happy to discuss it with you.

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### For large and complex organizations

The Business Fitscan is suitable for larger and more complex organizations that want to work systematically on their change management capability, during reorganizations, mergers, digital transitions and large complex projects. Therefore, we have developed the Business Fitscan Customized specifically for companies with multiple business units. It is a comprehensive program that includes:

- A distinction between departments, regions or other desired dimension, such as job level or age;
- Customized questions;
- The best solution is determined for each situation, taking into account the longer term, so that developments can be monitored and managed.