

# ORG -ology

## ORGANIZATION DESIGN

Designing For Agility and Built To Change





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## **ORGANIZATION DESIGN: THE CHALLENGE**

What is the single constant in the current work environment? Internal and external factors are constantly changing. Faster than ever before. Between January and March 2019 major retailers announced the closure of almost 6000 retail outlets nationwide. Economic changes are intertwined with technology changes. Every organization is being asked to execute more complex strategies, make good decisions faster and include more perspectives in that decision-making.

Faced with navigating the current environment, organizations have three levers they can use: strategy, talent, and organization design. Organization design requires a more methodical approach than strategy or talent, but overlooking organization design leaves a significant competitive advantage unused:

- Organization design can create clear interfaces and decision-pathways—fundamentally changing how work is done.
- Talent and strategy alone cannot achieve success. Unaligned organizations will undermine good strategies: competent people can't do their best work when the organization is an obstacle to the right conversations.

Org-ology helps its clients see their organizations differently, enabling them to exploit every competitive advantage, including organization design. Org-ology is globally recognized and accredited by the Organizational Design Community (ODC), European Organisation Design Forum (EODF) & Organization Design Forum (ODF).

## **ORG-OLGY'S ORGANIZATION DESIGN APPROACH**

Org-ology's approach to organization design focuses on the following key facets:

- Consistent organization design process and methodology
- Strategic investment in your knowledge base
- On-demand consultancy help for existing and future organization design projects.
- Governance framework for the full process of organization design

## **HOW WE DO IT**

## CONSISTENT ORGANIZATION DESIGN PROCESS AND METHODOLOGY

Org-ology's organizational design methodology ensures the unique needs of each organization are considered and reflected in the choices selected.

Through a consistent methodology Org-ology guides organizations through analysis, offers pragmatic options based on a client's unique needs, and then develops, delivers and measures organizational design outcomes.

We use:

- Research-based organization design methodology that can deal with all different scenarios that an organization may experience.
- Process based in "analyze-imagine-test-and-revise" before changes are implemented using robust change management.
- Change management suited to your unique organization
- Practical, usable, interactive toolkits that can be adopted internally and repeated by trained individuals within the organization.

**Case Study: See how organization design helped define the future of aviation safety and advancements in avionics technology—available on our website**

Org-ology has worked with global organizations, 44,000-plus federal agencies and small nonprofits on organizational redesign. Their work environments were vastly different, but each redesign served to enable talented staff to work more effectively.

Org-ology's organization design process works through:

- The methodology is rigorous, research-based and consistent, to allow for flexible, pragmatic and unique client solutions
- Testing solutions prior to implementation, gathering feedback, and then implementing with a core of change management.

## STRATEGIC INVESTMENT IN YOUR KNOWLEDGE BASE

Org-ology can do full-service interventions. And, we can train your staff in our methodology, expanding your own internal capabilities.

Using organization design effectively and correctly is a competitive advantage. Org-ology encourages clients to learn these skills and bring them in-house. Organization design skills are an excellent strategic investment.

Org-ology's training Comprehensive Organizational Design is certified by Organizational Design Community (ODC) at the Aarhus University Department of Management in Denmark. We offer:

- In-depth training for core (identified) organization design team members
- Medium training for organization design extended teams (often HR business partners)
- Light training/awareness for business leaders (including at executive level)

Org-ology supports internal organization design skills past the classroom skill acquisition. We work with newly trained organization design teams via:

- Knowledge-based training and execution is supported via coaching.
- Workplace feedback: Is similar to a 360-evaluation process.
- Leadership feedback: in some cases of difficult organizational changes the feedback given from the customer viewpoint may not be objective. A leadership evaluation and feedback process can ensure a more fair estimation of performance and skill application.
- Capstone deliverable: deliver documentation that measures and demonstrates the achieved outcomes of the project.

As needed, this can be aligned with your specific organizational requirements.

### ON-DEMAND CONSULTANCY HELP FOR EXISTING AND FUTURE ORGANIZATION DESIGN PROJECTS

Org-ology believes that teamwork is everything. We are happy to reconnect on new projects or provide ongoing coach-type support on current ones. Such support could take one of the following shapes:

- Take on direct roles on organization design projects, alongside the internal core org design team to support certain complex activities in the process or those that require very special experience in certain design elements, and not necessarily entire projects from start to finish.
- Offer back-office support of internal resources, i.e., providing case studies, review existing activities, etc.
- Fully manage organization design projects.

**Case Study: See how organizational design helped define the mandated banking sector regulatory transformation and changed the work model—available on our website**

Org-ology believes that organization design should be a strategic tool every organization can use. To embed organization design into your work processes, Org-ology offers a governance framework to all of its clients:



### ORG-OLGY GOVERNANCE PROCESS RECOMMENDATIONS

This framework enables a continual review of organization design priorities, it enables communications across and up throughout the organization and changes organization culture. This process does so by:

- Creating mechanisms of receiving requests and conducting initial assessment, which could or could not lead to deciding that an organization design is the solution needed
- Managing the approval process (Business Leaders, OD core team, etc.)
- Kicking off and managing the job evaluation process (an internally separate function from organization design)
- Kicking off organization management process (managed by a separate organization management team, who modify the information technology systems (i.e., SAP, Oracle etc.) structure, to reflect the new organization design)
- Other functions that are impacted by redesigned organizations, i.e., finance to update cost centers, procurement to update authority schedules, etc.

This structure may be too robust for smaller organization, but Org-ology strongly recommends a similar mechanism to all clients. It changes how the entire organization thinks about its structure.

## WHY US

Org-ology's organization design sets itself apart:

- We've successfully done organization design with global Fortune-100 companies
- We're certified by Aarhus University, Denmark, along with many other certifications
- We've successfully executed organization design with governments, globally
- Our experience spans government, finance, consumer products and others.

Org-ology, through our long-standing relationship with organizations like yours and our substantial public and private sector practice, is uniquely qualified to assist your organization in achieving its goals. Our team of professionals brings well-established, positive relationships, deep technical expertise, and unparalleled public and private sector experience. We are the right choice and distinguish ourselves from the competition in the following ways:

**INNOVATIVE SOLUTIONS**—Our qualifications demonstrate that we've worked with many organizations similar to yours. This depth of experience is important because it enables us to offer you innovative thinking and solutions that are pragmatic, unique, and right for you.

With more than 20 years' experience with similar organizations, the most important client is you. We use our experience to find the best solutions for your organization, with its unique challenges. Using creativity, pragmatism, and data we put our deep experience to work for your organization.

**BUILT TO SUCCEED AND SUSTAIN**—We believe in delivering lasting success. Value, cost-savings, and return on investment (ROI) all come from successfully implementing the right project in the right way.

True value and cost savings comes from a project that can sustain and continue to succeed after it's been launched. Our solutions demonstrate that value.

**DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY (DEIA)-CERTIFIED**—DEIA is not a trend. For over the last decade Org-ology consulting services have integrated the DEIA lens into our work.

Diversity, Equity, Inclusion and Accessibility are central high-functioning, best-in-class organizations. We approach this through:

- Improving policies and practices to create and support full diversity
- Building a culture of trust, respect, and engagement for all employees
- Focusing on an organization that allows not only for all groups to thrive but also increased organization effectiveness
- Assessing and adjusting to evolve as decision makers to:
  - Admit when course corrections or other alterations need to be made.
  - Continue to “listen to learn” from diverse viewpoints along the way.

**DEMONSTRATED TRACK RECORD**—Org-ology has deep and broad experience in the public and private sector. Key to our retention has been a record of strong client service and consultative services. We have provided innovative and strategic solutions that have resulted in significant savings for our clients and their employees and participants. To illustrate this point, our leadership has served the State and Federal agencies for more than 20 years. Our public and private sector client list illustrates our knowledge and understanding of industry-specific processes, challenges, and solutions.

**QUALITY PRODUCT DEVELOPMENT AND DELIVERY**—You will receive very high-quality work from committed professionals while consistently meeting your deadlines.

You will always receive a consistently high level of service throughout the contract period from an organization that is committed to your success. This commitment to service excellence has been a key driver of our strong client growth and our continuous relationships with our clients. This growth has allowed us to invest in research, development, education, and training, and to recruit some of the best and brightest professionals in the industry to meet your needs.

**VAST RESOURCES**—Org-ology and our partner firms are comprised of several complementary practices that include Organization Design/Re-organization, Employee and Organization Performance Management, Change Management Consulting, Human Capital Development, Employee Training, Leadership Coaching and Engagement, Management Consulting. Throughout the course of our relationship, issues could arise which fall outside the confines of the coaching support services. We are able to assist you in addressing these topics through a broad network of local and national client service professionals.

**HIGH VALUE**—Org-ology is committed to offering you value in consulting services. We look forward to bringing innovative solutions as you seek to provide cost-effective and quality services to your constituents. By selecting Org-ology, you will get high value consulting services for the fees paid for each of the services mentioned above, especially our public

sector experience. Our pricing reflects professional fees that recognize the economic realities of public sector consulting.

If you have any questions regarding this proposal, please contact Dr. Brent Oberholtzer at 301-789-9795 [brentoberholtzer@org-ology.com](mailto:brentoberholtzer@org-ology.com) or Heidi Feickert at 240-620-3655 [heidifeickert@org-ology.com](mailto:heidifeickert@org-ology.com).

Sincerely,  
Org-ology

## ORG-LOGY PAST PERFORMANCE

The key to exemplary professional services is diverse, talented, experienced, and dedicated professionals. Led by our principals, the multidisciplinary team of professionals selected to serve you brings a combination of high-level client service, public and private sector industry knowledge, consulting experience, and business acumen that you will not find from another service provider. Collectively, they possess the breadth of skills needed for your organizations current and future needs.

Various past performance evaluations are available upon request

## SOME OF OUR PREVIOUS CLIENTS

