



CHANGE COORDINATION AND ADMINISTRATIVE SUPPORT

Our customer is a global leader in medical technology. They develop new technologies and solution-oriented applications that help doctors improve the quality of life for patients. The company is known for its innovative products that enable more precise diagnostics and more effective treatments, particularly in microsurgery.

Introduction of the change process

The employees of konplan used their extensive experience with internal processes and communication tools to create project-specific quick guides for change management which allowed the customer team to swiftly and effectively familiarize themselves with the relevant standard processes.

Thanks to the change coordination by konplan (i.e., planning, tracking, reporting, controlling, meeting organization, and complete documentation) plus moderation of the Jira Decision Board, the customer team could focus on efficiently implementing the subtasks. All changes were completed in compliance with the defined processes.

DMS structure and process-compliant integration of external documents

In addition to process training for the new customer team, konplan also handled transferring all non-compliant documents into the customer system. This included the revision of existing documentation as well as the creation of missing documents required for compliance. This close coordination supported rapid document integration into the DMS and maintained efficient project progress under short time constraints.

Result

- Weekly JDB's
- Change Management

Methodology & Technologies

- JIRA
- eDMS
- SAP
- Office Programs: Word, Excel

Scope of Services

- Quick Guide Change Management
- Introduction of a standard change process
- Creation/revision of technical documentation and verifications
- Planning, Management, and Change Implementation



9 months



2 employees – konplan
20 employees – customer



Conception, development, production

