

## **Tracking the success of a new organisational structure**

A recent re-structure had seen this client move towards a matrix structure, an understandable challenge for all concerned. Thism was invited to audit how the recent changes had affected one of the client's key departments, judge how the department's employees had taken to them and bring to the table expert ideas for further modification.

Thism conducted sixteen interviews and facilitated five discussion groups. From this data, Thism used its sector expertise and management know-how to distil a number of issues and present possible solutions. In the report that followed, these were clearly structured into chapters regarding organisational structure itself, workflow processes, and communication and reporting.

The report took care to celebrate much that was working well, and spent time considering what could be done differently. Recommendations ranged between the highly strategic and the technical (such as advising on when dotted and solid lines should be used on organograms).

Thism also took the future view, elaborating on how future growth might impact the organisation, and also included incidental recommendations which were 'off-piste' but still likely to add value to the client's management.

A brief summary outlined the key findings and provided our client with a hierarchy of desirable actions based on urgency.