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First edition
2022-08

Quality management systems — Organizational change management — Processes

*Systèmes de management de la qualité — Gestion du changement
organisationnel — Processus*



Reference number
ISO/TS 10020:2022(E)

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Published in Switzerland

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Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Organizational change management concepts	2
4.1 General	2
4.2 Organizations and interested parties	2
4.3 Conditions under which organizational change is likely to take place	2
4.4 OCM process perspective	3
4.5 Process model	3
5 Governance process	5
5.1 General	5
5.2 Process	6
5.3 Purpose	6
5.4 Outcomes	6
5.5 Developing OCM policy and strategy	6
5.6 Documented information	6
6 Management processes	7
6.1 General	7
6.2 Change scenario process	7
6.2.1 General	7
6.2.2 Purpose	7
6.2.3 Outcomes	7
6.2.4 Activities and tasks	8
6.2.5 Documented information	8
6.3 Interested party identification process	9
6.3.1 General	9
6.3.2 Purpose	9
6.3.3 Outcomes	9
6.3.4 Activities and tasks	9
6.3.5 Documented information	9
6.4 Intervention definition process	9
6.4.1 General	9
6.4.2 Purpose	10
6.4.3 Outcomes	10
6.4.4 Activities and tasks	10
6.4.5 Documented information	10
7 Implementation processes	11
7.1 General	11
7.2 Issue identification process	11
7.2.1 General	11
7.2.2 Purpose	11
7.2.3 Outcomes	11
7.2.4 Activities and tasks	11
7.2.5 Documented information	12
7.3 Affected interested party identification process	12
7.3.1 General	12
7.3.2 Purpose	12
7.3.3 Outcomes	12
7.3.4 Activities and tasks	13
7.3.5 Documented information	13

7.4	Affected interested party intervention process.....	13
7.4.1	General.....	13
7.4.2	Purpose.....	13
7.4.3	Outcomes.....	13
7.4.4	Activities and tasks.....	14
7.4.5	Documented information.....	14
7.5	Change management reporting process.....	14
7.5.1	General.....	14
7.5.2	Purpose.....	15
7.5.3	Outcomes.....	15
7.5.4	Activities and tasks.....	15
7.5.5	Documented information.....	15
8	Measuring affected interested party intervention progress on the change matrix.....	16
8.1	The change matrix.....	16
8.2	Rating the change matrix position.....	18
8.3	Aggregation of affected interested parties change matrix positions to higher levels.....	18
8.3.1	General.....	18
8.3.2	Change matrix cell aggregation problem.....	18
8.3.3	Change matrix cell aggregation models.....	19
	Annex A (informative) Process documentation items.....	21
	Annex B (informative) Generic sections definition.....	29
	Annex C (informative) Comparison between this document and ISO 9001.....	31
	Bibliography.....	41

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

The purpose of this document is to describe processes for organizational change management (OCM) that can be used by organizations when undertaking any form of OCM. It comprises process descriptions that elaborate the OCM processes.

Since OCM is a key approach to risk-mitigation in organizational development, this document follows a risk-based approach. Risk-based change management is a best-practice approach to strategizing and managing organizational change, as it allows changes to be prioritized and focused on the most important needs and opportunities.

Each process is described using the generic process template provided in ISO/IEC/IEEE 24774:2021, and covers the purpose, outcomes, activities, tasks and information items of each process.

Documentation items to be produced by the OCM processes are provided in [Annexes A](#) and [B](#).

[Annex C](#) provides a high-level cross-reference between the clauses of this document and the clauses of ISO 9001.

This document aims to provide OCM practitioners with the information required to manage and perform OCM in organizations.