



# Organisational Change



## The Organisation

EA Technology provides leading edge power asset management solutions to a wide range of industries including the electricity, rail and industrial sectors, both in the UK and through a network

of distributors across the world. EA Technology also offers a range of consultancy, services and products to assist in the management of electricity networks.

The company was originally formed as the R&D centre for the UK electricity industry in the 1960s. It has over 40 years experience working for its world-wide clients; this experience is supported by unrivalled technical and scientific facilities.

The company was transformed in the 1990s and became fully independent in 1997 with a management and employee buy-out. It is now directly owned by its 90 staff, who focus on delivering world-class solutions whilst maintaining the highest standards of intellectual endeavour.

## The Challenge

EA Technology had successfully emerged from a period of extensive restructuring. Both the Chairman and the Managing Director were seeking to consolidate the gains that had been made during the previous two years and by creating a platform for sustainable growth through the formation and development of the Board of Directors.



## Instep's Contribution

Working alongside the Managing Director, Instep helped to formulate and fulfil a plan for the creation, assessment and development of the Board to achieve the operational and strategic objectives. This also included ensuring the Board members recognised and were able to fulfil both their individual responsibilities and the statutory requirements of the role.

Once the Board structure had been formalised, Instep then worked with the Board members to cascade the organisational development needs in order to achieve the objectives within the business plan. Key Performance Indicators (KPIs) were agreed and an internal reporting structure developed to enable the Directors to monitor the performance of the business.

## Results

The company is experiencing a significant improvement in trading and employee performance and retention.

Objectives within the business plan are now cascaded throughout the organisation and are allied to personal development plans. KPIs have been identified and a robust reporting and communication process put in place to monitor performance against those indicators.

Becoming an 'Employer of Choice' was one of the key drivers for change. The corporate culture is now based on the belief that developing people within the organisation is fundamental to the continued success of EA Technology. Employees were, and continue to be, actively encouraged to participate and contribute to the change process and the day-to-day operation of the business. This initiative increased the chances of a successful transition and timescales.

The Managing Director has also been named as the Institute of Directors 'North West Director of the Year 2007'.

## What the Client Said...

*"Instep has provided me and the management team with deep and valuable insights into best practice. Whether team working, executive coaching or implementation of a strategic HR plan, Instep has delivered value for money advice and support which has, without question, impacted positively on the performance of the company."* **Managing Director, EA Technology Ltd.**

