

# Improved the change control compliance rate from 58% to 95% in the Production Department

## BUSINESS CASE

### Organization trends

- The Change Control Compliance program has prescribed timelines for each process step, thus enabling fast implementation and closure
- The site has high variances compared to the prescribed timelines
- The production department raises an average of 239 change controls each month
- Other sites have a compliance of at least 90%

## CHALLENGE

### What is the challenge

- The Change control compliance program closure rate is very low which slows the improvement implementation and planning activities

### Where is the challenge

- In the production department

### When was the challenge identified

- Site Quality KPI meeting

### How much is the challenge

- Current change control compliance is 58%

## IMPACT

### What is the impact

- Low Change Control closure and compliance rate slows improvement activities in the site
- This delays the commercialization of the site

### How much is the impact

- Delay in the improvement implementation which causes a snowball effect on production planning and operations

## TARGET

### What is the Target

- Improve the change control closure compliance rate and close all change control without any extensions

### How much is the Target

- Bring change control closure compliance rate to greater than 80%

## OUTCOMES

### Increased Revenues

- Projected early realization of revenues due to preponement in the commercialization date, as the site works now complete faster

### Operational Outcomes

- Improved the change control compliance rate to 95% against a target of 80%

### Customer Centricity

- Improved Stakeholder satisfaction

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