

# Complex Change Management

## The People Side of Change

Brandon Moore, Director of Operations



# Con-Air Industries

We manufacture and distribute the Aerostar brand air/furnace filters that are critical to protecting our homes and community spaces. As a premier eCommerce supplier, we have provided millions of families with the gift of clean air. The Con-Air team is united in the core mission of helping families to be safer, healthier and more productive.



**Filtration Group®**  
 Making the World Safer, Healthier & More Productive



### Life Sciences

Delivering innovative filtration solutions for critical medical and pharmaceutical capabilities, and food safety



### Indoor Air Quality

Providing clean and safe indoor air for homes, businesses and life-critical devices and spaces



### Industrial Technologies

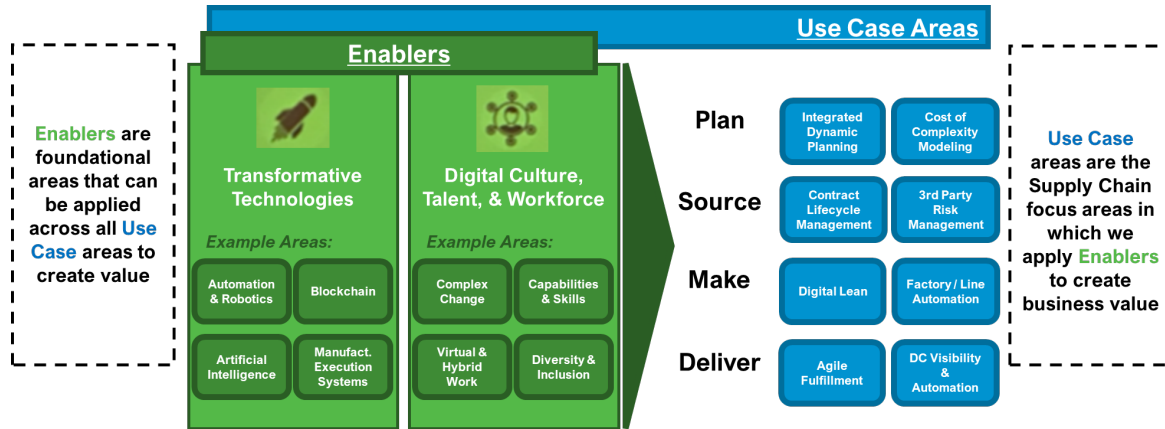
Unlocking consumer and industrial productivity and protecting our environment

## Our Brands



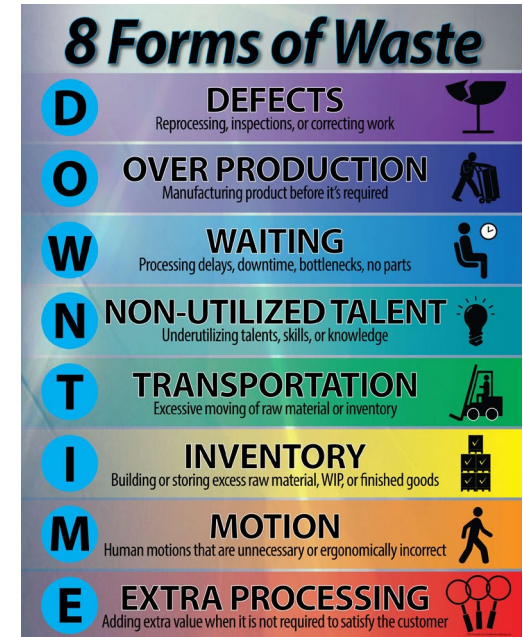
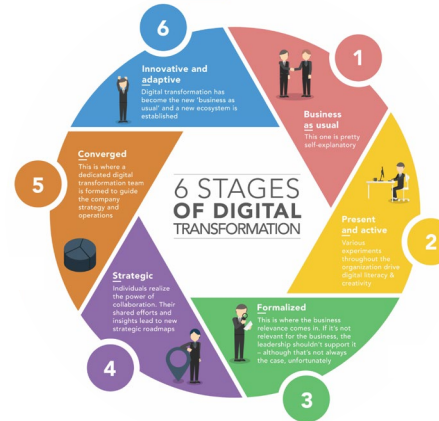
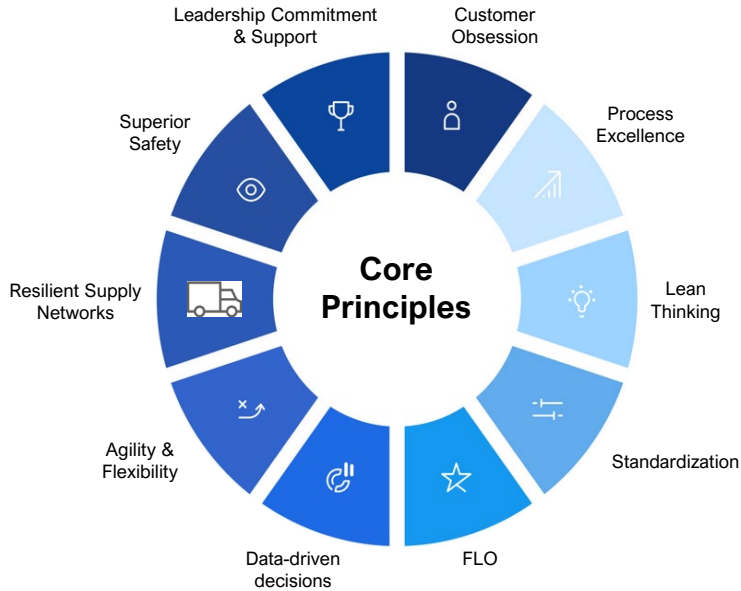
# Complex Change Management

## Digital Transformation



# Complex Change Management

## Lean Manufacturing



# *Complex Change Management*

What is it?

Process, tools and techniques to manage the people side of change to achieve its required business outcomes.

It does little good to create a new organization, design new work processes or implement new technologies if you leave the people behind.

Change management is both a process and a competency.





# *Complex Change Management*

Key Roles of Managers and Supervisors



**Communicator:** Communicate with direct reports about the change

**Advocate:** Demonstrate support for the change

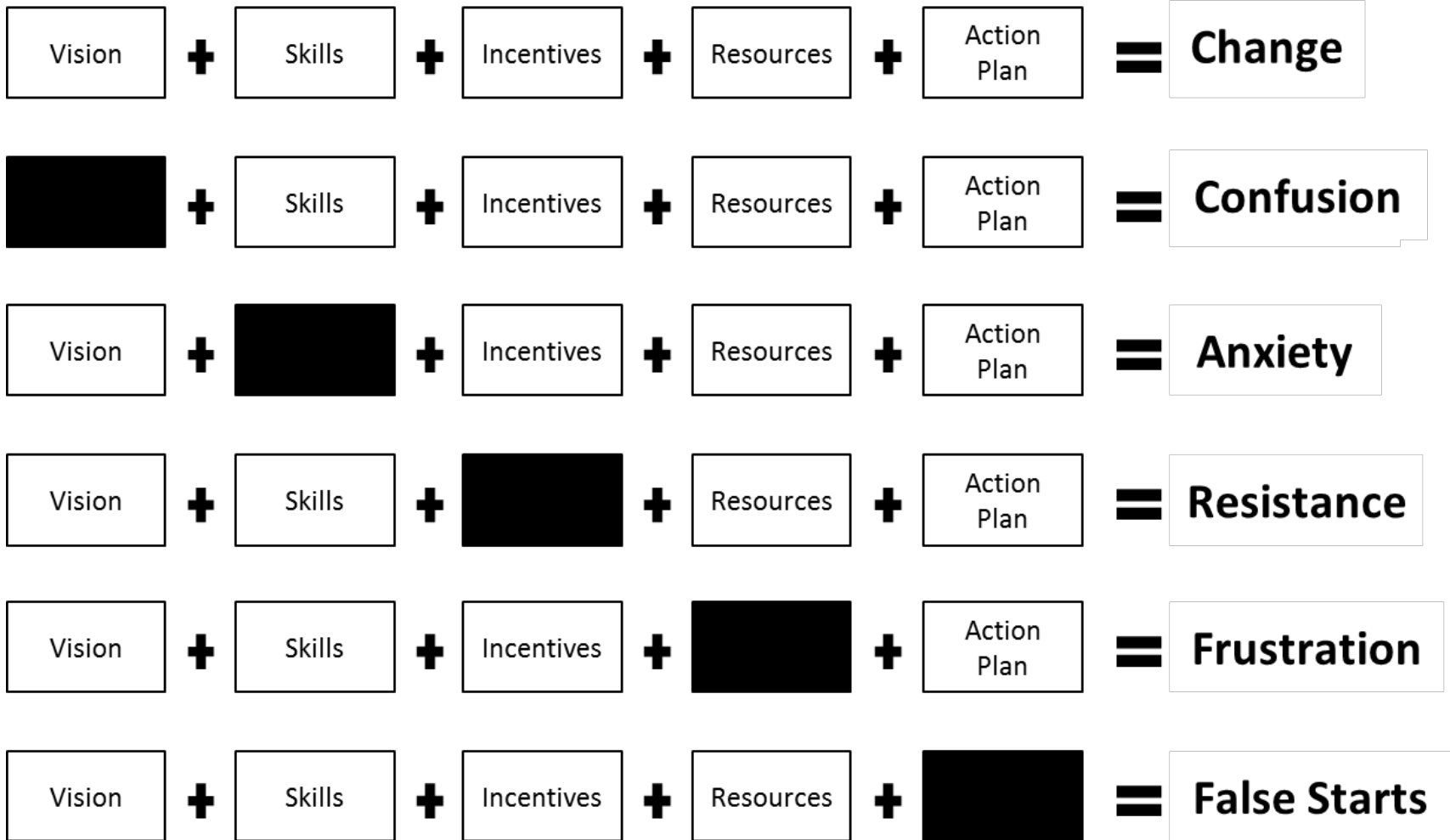
**Coach:** Coach employees through the change process

**Liaison:** Engage with and provide support to the project team

**Resistance manager:** Identify and manage resistance

# Complex Change Management

Knoster Model



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Con-Air's Success



Increased Gross Revenue >20% YoY

Doubled annual engagement survey score YoY (#1 in FG)

Automation scrap improved 60.5% YoY

Manual Assembly scrap improved 84% YoY

Amazon On-Time Shipping improved from 70.1% to 97.5%

Direct to Consumer On-Time Shipping improved from 76% to 98.4%

Machine downtime improved from 8% to 3.2% YoY

Automation UPLH improved 96% YoY

Manual Assembly Efficiency improved 81% YoY

Direct Labor improved 2.5 points YoY



# Thank You

