

APICS – The Association for Operations Management
Chicago, Illinois
(Fred Demers Associates, Inc.)

In 2007, APICS made the decision to relocate operations from Alexandria, Virginia, to Chicago, Illinois. First and foremost, this move had to be achieved at no expense to our customers, the Association members – no service breakdowns, business as usual.

Further, it was essential that the needs of all team members be assessed and addressed, while meeting financial and corporate objectives.

Relocation was announced to staff and to membership nine months in advance of the move date, requiring that programs be initiated to retain people, reward contributions and support the staff during the transition, and in some cases, their pursuit of new employment opportunities (the majority of staff did not choose to move to Chicago). The transition plan was developed and effectively executed in less than six months.

The HR transition program effectively addresses several critical needs

- ◆ Severance policy design
- ◆ Retention program design
- ◆ Management of Career Center and relations with the third-party Outplacement partner
- ◆ Management of the relocation process, including securing the third-party relocation partner
- ◆ Facilitation of Employee Survey and follow-up action process
- ◆ HR Director fill-in support

The annual employee survey was again conducted two weeks prior to the April 2008 move. The organization improved on every dimension, including very positive feedback on Transition Management.

Upon transition to Chicago, support continued in several ways as the new organization was developed – Intern Program design, 360 Degree Feedback Program design, job description development, salary study and recognition program development.