



Vehicle and Operator Standards Agency

VOSA embarked on a complex change programme to be able to better target non-compliant and dangerous vehicles. Nine Feet Tall were brought in to work with stakeholders and end users to transform from a reactive to a proactive enforcement unit.

"We needed someone who was able to keep our staff motivated throughout a complex business and technology change. Nine Feet Tall managed to engage both senior management and roadside enforcement officers and got them on board from the start."

Bob Hollis
Programme Manager

Project Activities

1. Facilitated workshops with team members to get a common understanding of business cultural vision and success criteria
2. Completed an impact assessment to the people and culture, covering roles, skills and processes
3. Conducted a training needs analysis and developed a tailored approach to transform each stakeholder group
4. Managed organisational restructure within the enforcement business unit aligning roles and responsibilities
5. Managed a range of communication events including training courses, road shows, customer workshops and conferences
6. Ensured the change was adopted and business benefits were realised

"The Nine Feet Tall change experts worked in partnership with VOSA and together we have managed to get buy-in to the cultural, process and technology change at all levels of the organisation. Together we have transformed a negative and sceptical user environment into a supportive, competent and motivated team."

Mike Smith
Programme Sponsor