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COVER STORY: 25 Essential Relocation Tips

10 Follow-up and stay focused after the move.

After the relocation process is completed, with employees content and equipment relocated and tested in the new workspace, numerous key steps remain to ensure the success of the overall move process. As the majority of relocations are conducted over a weekend, business continuity is predicated on each employee's ability to resume his or her job responsibilities on Monday morning, with minimal move-related interruption. To achieve this critical objective, a post-move plan should be organized to:

- Expedite unpacking and coordinate the rapid removal of crates and moving accessories.
- Provide a mechanism to collect and resolve move-related issues, including equipment trouble-shooting, furniture refinements, missing crates, and general operational questions and concerns. Typical solutions range from flip-chart lists to automated help-desks, but success is driven by rapid response and correction of issues.
- Provide an informative welcome package. As business relocations range from one floor to another in a single building to regional migrations, helpful information regarding building operations and amenities, as well as surrounding services and transportation options, will assist employees and reduce move-related anxiety.
- Solicit feedback via survey questions to measure performance and continually improve processes for future relocation efforts.

These steps, in addition to traditional close-out activities, will demonstrate a continued commitment and heighten overall employee satisfaction during future moves.

Steve Fox, Partner
Corporate Project Partners
Tips 10-11



11 Communicate clearly and demystify the process.

In the absence of clear move-related information, employees will create their own grapevine and rumors will spread. To control the flow of accurate information, start early and organize a communication plan that provides an overview of the company move strategy, as well as tactical information to assist in the move process, schedules and timelines to establish milestone dates and tasks, and the resources available to help. In addition to these major communication releases, the move team should solicit questions and concerns via a move hot-line (using voice-mail, a Web site, or an e-mail address) and craft responses to frequently asked questions for company-wide distribution. If the size and duration of the project suggests a more elaborate delivery mechanism, company intranet sites provide the ability to upload periodic updates, schedules, and progress photos in an easily accessible, organized format. Communication strategies such as these, distributed throughout the life of the project, will ensure your employees are well informed and in sync with the project goals and objectives.