

M³ Strategy & Solutions

Change Management Services

Change is inevitable. Success depends on how you lead it. When managed effectively, change becomes a strategic advantage, aligning **people, processes, and purpose to drive sustainable quality, efficiency, and client trust.**

At MSS, we understand the realities of assurance-based professional services firms including partner dynamics, busy seasons, evolving standards, and client expectations. Our approach is grounded in how firms operate, ensuring initiatives are practical, accepted, and sustainable.

Extensive expertise leading successful change initiatives.

If change isn't managed effectively, it can impact quality, culture, and trust both internally and with clients.

Risks of poor change management:

- Low adoption & reversion to old habits
- Decline in quality
- Resistance and change fatigue
- Project delays and ineffective execution
- Client service disruption
- Inability to sustain impact and realize expected value

Effective change management helps firms:

- Optimize strategic initiatives
- Manage regulatory change
- Drive adoption of new automation, standardization and centralization initiatives
- Shift culture and mindsets
- Maintain quality and client confidence during transitions
- Enable Continuous Improvement

MSS applies a structured, people-first approach that **prepares, supports, and guides** firms through change with minimal disruption.

Our team has extensive experience leading large-scale transformations including quality management transitions, operational redesigns, and service delivery model changes such as audit methodology changes, delivery model modernization and other major delivery model changes. Our support can help firms turn change into measurable, lasting improvement.

How we can support you through change initiatives.

- Change management strategy and support
- PMO launch and governance
- Culture and engagement frameworks
- Transition planning and execution
- Communication and feedback mechanisms
- Continuous improvement alignment
- Periodic insights, challenges and successes regarding implementation feedback

- ✓ Post acquisition integration efforts
- ✓ Methodology & assurance platform transition
- ✓ New leadership strategy implementation
- ✓ Process improvement initiatives
- ✓ Launch of delivery channel strategy
- ✓ Adoption of new technology

.....and more

Led by Industry Experts



Bill Tomazin

Former COO of KPMG's U.S. Audit practice, overseeing a \$4 billion professional services business with over 9,000 U.S. employees and 3,000 offshore employees. Instrumental in driving quality management solutions and innovation and transformation platforms.



Mike Keys

Former global lead audit partner, national audit partner-in-charge of growth and client experience with extensive experience in quality management, audit process improvement, operational efficiency, growth, and client experience.



Alicia Forte

With over 15 years at two Big 4 firms, she's a certified Lean Six Sigma Green Belt and a recognized leader in CI. Her expertise in audit transformation, project and change management has powered strategic initiatives that boost efficiency, streamline processes, and drive operational excellence.

Contact Us



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