

Change Requests

Overview

A **Change Request** is a process initiated to propose and evaluate modifications to a product to ensure that any changes are well-documented, justified, and reviewed to avoid unintended consequences.

Purpose of Change Requests

A Change Request is used to formally initiate, document, and evaluate the need for a product or process change. It serves as the entry point to change management, ensuring that all proposed modifications are reviewed, justified, and aligned with business and technical objectives before implementation. The following are common use cases for initiating a Change Request.

- **Identify issues or opportunities**
- **Field problems** – product defects or safety concerns
- **Customer or regulatory requirements** – changes driven by feedback or compliance
- **Improvement opportunities** – cost reduction, performance, or manufacturability enhancements

Key Roles in the Change Request Process

- **Change Requestors** - Initiate a change by submitting a request with all necessary supporting details, data, and justification. They define the initial scope and rationale for the change.
- **Team Members** - Contribute additional information, help identify affected items, and propose specific actions to implement the change.
- **Change Managers** - Monitor and oversee the progress of change requests, ensure proper coordination across teams, update requests as permitted by their access level, and handle escalated situations.
- **Change Review Board** - Evaluate proposed changes when requested, providing approval or rejection (go/no-go) based on impact, feasibility, and alignment with organizational priorities.
- **Change Viewers** - Access and review change requests to stay informed, without the ability to modify or approve changes.
- **Change Administrators** - Configure and maintain the change management system, support users in case of errors, and ensure smooth operation of the process.

Important

Role access depends on Change Request lifecycle state; refer to the *Aras Unified Change Management - Administrator Guide*.

