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The purpose of this study was to find ways to improve the processes of the Automotive and Forestry department at TTS Työtehoseura. When the study started, the processes did not support either the department or the customers as well as they should. This also had an impact on the financial side. The employees of the Department were confused with their work, and the problems with the processes were the main reason for that. The underlying reason for the business problems was that the Department was lacking descriptions for the jobs, business areas, product portfolios, people's expertise areas and the tools to manage everything.

New and better processes were developed in the thesis. I did changes in the organization layout, changed the way the unit was run, I study training methods and so on. I built the Conceptual Framework by reading a number of literatures relating to Organization changes, Technology and Leadership and management. The new processes contain for example competence matrix, business model canvas, and a clear plan on how to and when to train the employees. This study focused on developing four different issues:

- organization and people
- strategy and vision
- technology, and
- leadership and management.

The outcome of this study is a plan of new processes that will help people to do their work as it should be done. Although this thesis is made for Automotive and Forestry Department, the outcome can benefit other departments later on.

The author recommends that the organization should be low and the different processes should be kept simple. Decision-makers must listen to subordinates and ensure that information reaches all persons. Expanding the use of virtual technology (VR) is essential.

Keywords	Competence matrix, Business model canvas, VR