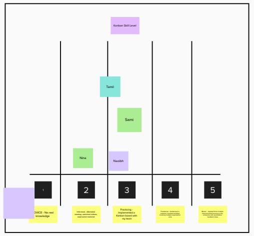
Introduce yourselves

- What's your name, what do you do for work?
- How do you feel about today's event?
- What did you have for lunch?
- Would you rather be a president or a rockstar?

Introduce Yourselves


Kanban Skill Level
Tamil
Sami
Nina
Naoibh
1
2
3
4
5
OVICE - No real knowledge
Informed - Attended meetups, watched videos, read some material
Practicing - Implemented a Kanban board with my team

What is your purpose for being here in this class? What are your objectives?

- learn to adapt Kanban in professional service area
- How to roll out this concept to my teams
- and to the org.
- More tools in my tool kit
- Kanban is useful with all frameworks, so good foundation
- Understand process of successfully navigating a full system
- To learn more about Kanban for implementation at work (web application dev)
- Study towards certification
- ???
- Concepts & techniques to apply to my current org to support good design
- Be able to explain the benefits of this approach
- Better understanding of systems thinking & its application

Purpose for class

Purpose of this Class

- Explain the basics, motivation, and benefits of the Kanban Method.
- Apply the Kanban practices and principles with the “Service Orientation” agenda.
- Explain the core Kanban concept of “Pull” with its effects and how Pull-Systems can be modeled.
- Apply the STATIK Method to design service-oriented Kanban systems.
- Apply insights from STATIK and suitable patterns to design a Kanban board that closely models the workflow, item types, classes of service and other elements at hand.

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Purpose of this Class

Agenda

Day 1	Day 2	Day 3	Day 4
16:00 Introduction & Overview	13:00 Kanban Method	13:00 XIT Case Study STATIK - (Dissatisfaction)	16:00 STATIK - Quiz
16:45 Simulation Pt 1	13:45 Kanban Principles	14:00 Break	17:00 Board and ticket design patterns
18:00 Break	14:15 Break	14:15 STATIK - Step 2-5 (Demand, Capability, Workflow)	17:45 Break
18:15 Simulation Pt 2	14:30 Kanban Practices Pt I	16:00 Break	18:00 Kanban System Design
19:15 Break	15:00 Break	16:15 STATIK - Step 6 (Class of Service, Replenishment) + Wrap up	19:20 Break
19:25 Simulation Debrief	16:15 Kanban Practices Pt II		19:30 Close

Overview of the Course Modules

1
Experiencing Flow
2
The Kanban Method
3
STATIK and Case Study
4
Designing a Kanban System

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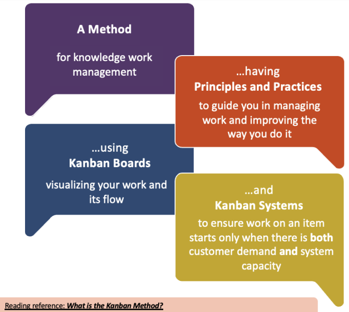
What is Kanban?



A Method

for knowledge work management

...having

Principles and Practices

to guide you in managing work and improving the way you do it

...using

Kanban Boards

visualizing your work and its flow

...and

Kanban Systems

to ensure work on an item starts only when there is **both** customer demand **and** system capacity

Reading reference: ***What is the Kanban Method?***
https://kanban.plus/blogs/blog/what-is-kanban-method

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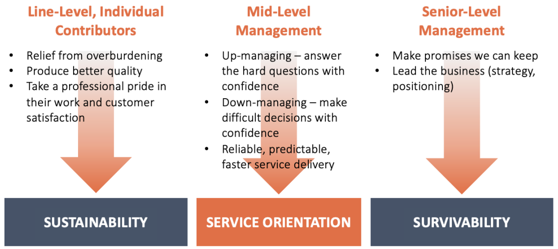
What is Kanban?

Motivation For The Kanban Method (The Kanban Agendas)



Line-Level, Individual Contributors

- Relief from overburdening
- Produce better quality
- Take a professional pride in their work and customer satisfaction

Mid-Level Management

- Up-managing – answer the hard questions with confidence
- Down-managing – make difficult decisions with confidence
- Reliable, predictable, faster service delivery

Senior-Level Management

- Make promises we can keep
- Lead the business (strategy, positioning)

SUSTAINABILITY

SERVICE ORIENTATION

SURVIVABILITY

Reading reference: ***3 Agendas***
https://all.kanban.plus/en/content/kanbanplus/bwk/default/bwk-posters/poster/kanban-in-numbers-2/3-agendas

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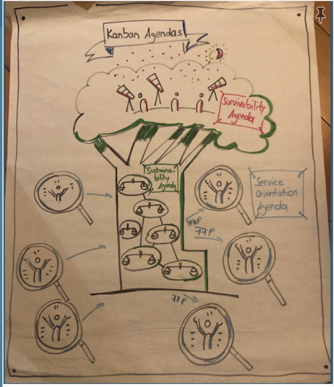
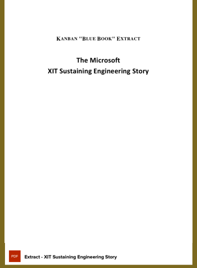
The Kanban Agendas


Kanban Agendas
Survivability Agenda
Sustainability Agenda
Service Orientation Agenda
FFP
FFP
FFP

Kanban Agendas

XIT Case Study

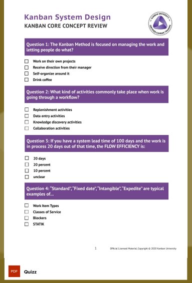


Kanban "Blue Book" Extract

The Microsoft
XIT Sustaining Engineering Story

PDF **Extract - XIT Sustaining Engineering Story**

Quizz



Kanban System Design
KANBAN CORE CONCEPT REVIEW

Question 1: The Kanban Method is focused on managing the work and letting people do what?

- ☐ Work on their own projects
- ☐ Receive direction from their manager
- ☐ Self-organize around it
- ☐ Drink coffee

Question 2: What kind of activities commonly take place when work is going through a workflow?

- ☐ Replenishment activities
- ☐ Data entry activities
- ☐ Knowledge discovery activities
- ☐ Collaboration activities

Question 3: If you have a system lead time of 100 days and the work is in process 20 days out of that time, the FLOW EFFICIENCY is:

- ☐ 20 days
- ☐ 20 percent
- ☐ 10 percent
- ☐ unclear

Question 4: "Standard", "Fixed date", "Intangible", "Expedite" are typical examples of...

- ☐ Work Item Types
- ☐ Classes of Service
- ☐ Blockers
- ☐ STATIK

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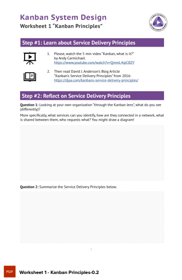
PDF **Quizz**

Video "The Efficiency Paradox (19 minutes)"

Open link

Worksheet "Kanban Change and Service Principles"



Kanban System Design
Worksheet 1 "Kanban Principles"

Step #1: Learn about Service Delivery Principles

1. Please, watch the 5 min video "Kanban, what is it?" by Andy Carmichael.
   https://www.youtube.com/watch?v=QmmL4qtCBZY
2. Then read David J. Anderson's Blog Article "Kanban's Service Delivery Principles" from 2016:
   https://djaa.com/kanbans-service-delivery-principles/

Step #2: Reflect on Service Delivery Principles

Question 1: Looking at your own organization "through the Kanban lens", what do you see (differently)?

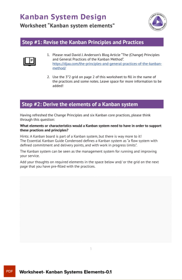
More specifically, what services can you identify, how are they connected in a network, what is shared between them, who requests what? You might draw a diagram!

Question 2: Summarize the Service Delivery Principles below.

PDF **Worksheet 1 - Kanban Principles-0.2**

Preparation links

Worksheet "Elements of a Kanban System"



Kanban System Design
Worksheet "Kanban system elements"

Step #1: Revise the Kanban Principles and Practices

1. Please read David J. Anderson's Blog Article "The (Change) Principles and General Practices of the Kanban Method".
   https://djaa.com/the-principles-and-general-practices-of-the-kanban-method/
2. Use the 3*2 grid on page 2 of this worksheet to fill in the name of the practices and some notes. Leave space for more information to be added!

Step #2: Derive the elements of a Kanban system

Having refreshed the Change Principles and six Kanban core practices, please think through this question:

What elements or characteristics would a Kanban system need to have in order to support these practices and principles?

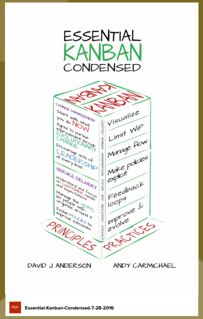
Hints: A Kanban board is part of a Kanban system, but there is way more to it!
The Essential Kanban Guide Condensed defines a Kanban system as "a flow system with defined commitment and delivery points, and with work in progress limits".

The Kanban system can be seen as the management system for running and improving your service.

Add your thoughts on required elements in the space below and/ or the grid on the next page that you have pre-filled with the practices.

PDF **Worksheet- Kanban Systems Elements-0.1**

Essential Kanban Condensed



ESSENTIAL
KANBAN
CONDENSED

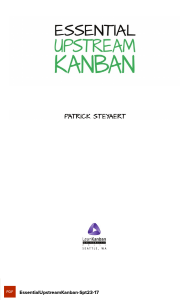
KANBAN
KANBAN
CHANGE MANAGEMENT
Start with what you do NOW
Agree to pursue improvement through EVOLUTIONARY CHANGE
Encourage acts of LEADERSHIP at every level
SERVICE DELIVERY
Understand and focus on CUSTOMER needs and expectations
Manage the WORK; let people self-organize around it
Evolve POLICIES to improve outcomes
STRATEGY - OPERATIONS - RISK - SERVICE - REPLENISHMENT - KANBAN - DELIVERY
Visualize
Limit WiP
Manage flow
Make policies explicit
Feedback loops
Improve & evolve
PRINCIPLES
PRACTICES

DAVID J ANDERSON ANDY CARMICHAEL

PDF **Essential-Kanban-Condensed-7-28-2016**

Preparation links

Essential Upstream Kanban



ESSENTIAL
UPSTREAM
KANBAN

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PDF EssentialUpstreamKanban-Spt23-17