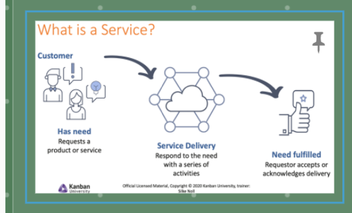
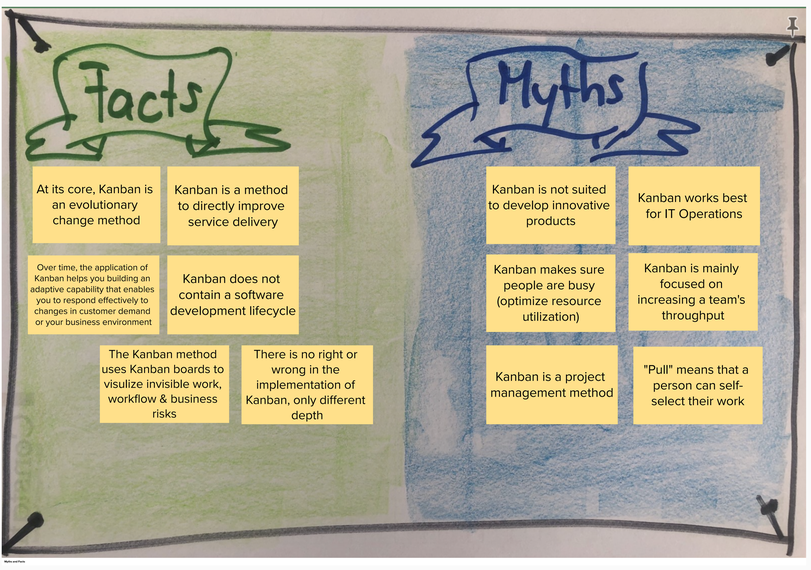
Instructions: For each note above, discuss whether it is a Kanban myth or fact and drag into the appropriate area

What services could you think of?



Services



Myths and Facts

3 min

How can we measure and understand the behavior of flow-based systems?

- In your group, collect as many metrics (things to measure) as possible that are helpful to understand the behavior of a Kanban system
- You have 3 minutes ☺

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Defects/ bugs
Age of items
WIP
Lead time/ cycle time
System cycle time to get the final output
Team/ system throughput
Item Aging
Time it takes to remove blockage
How many tasks required additional person to help
Time-related metrics for different types of tasks (urgent, fixed date, normal)
Queues/ wait times
Estimation
Customer Satisfaction
Gut Feel
Number of tasks staying in Done column for more than a day/average time tasks spend i Done column
Dependencies
Team Satisfaction
Complexity
Confidence
Unscheduled Leave from team members
Done items
Lag time
Critical Path

Brainstorming metrics

3 min

Feedback loops to run and improve a service

- Which feedback mechanisms do you know from your experience to manage and improve a service?

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Metrics
Customer feedback/ NPS
Retrospectives
Weekly stakeholder update
Feature demo
Watercooler conversations/ Kitchen Talks
PI/Quarterly/ Horizon reviews
User research/ testing
Focus groups
Annual Reviews
Impact after delivery

Brainstorming feedback loops

30 min

Prerequisites for Module 3

- Please make sure to get this done before the start of the next module and bring a scan / photo of your results
- Prepare brief service descriptions of cases for the STATIK exercises!
- Read the XIT Case Study Extract

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KANBAN "BLUE BOOK" EXTRACT

The Microsoft XIT Sustaining Engineering Story

Kanban - XIT Sustaining Engineering Story

Prerequisites for Module 3