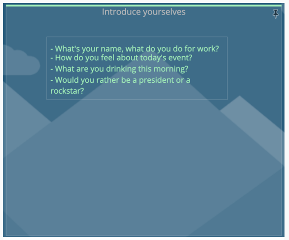
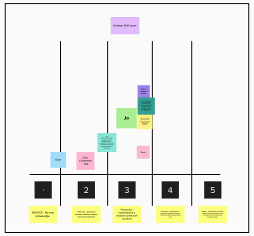


Introduce yourselves

- What's your name, what do you do for work?
- How do you feel about today's event?
- What are you drinking this morning?
- Would you rather be a president or a rockstar?

Introduce Yourselves

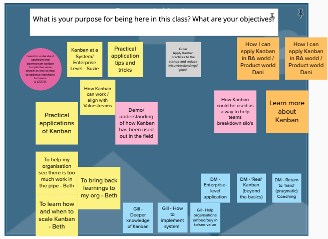


Kanban Skill Level

NOVICE - 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?

I want to understand upstream and downstream kanban to optimise value stream as well as how to optimise workflows for teams & STATIK

Kanban at a System/ Enterprise Level - Suzie

Practical application tips and tricks

Gular Apply Kanban practices to the startup and reduce misunderstandings/ gaps/

How I can apply Kanban in BA world / Product world Dani

How I can apply Kanban in BA world / Product world Dani

How Kanban can work / align with Valuestreams

Practical applications of Kanban

Demo/ understanding of how Kanban has been used out in the field

How Kanban could be used as a way to help teams breakdown silo's

Learn more about Kanban

To help my organisation see there is too much work in the pipe - Beth

To bring back learnings to my org - Beth

To learn how and when to scale Kanban - Beth

DM - Enterprise-level application

DM - 'Real' Kanban (beyond the basics)

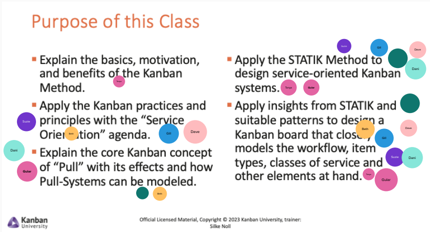
DM - Return to 'hard' (pragmatic) Coaching

Gill - Deeper knowledge of Kanban

Gill - How to implement system

Gill- Help organsations embed/buy in to/see value

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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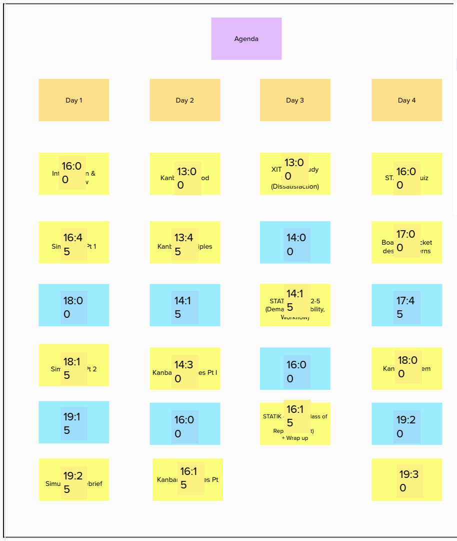
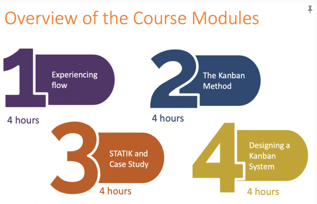


Agenda

Day 1	Day 2	Day 3	Day 4
Int 16:00 n & v	Kanb 13:00 od	XIT 13:00 udy (Dissatisfaction)	ST 16:00 uiz
Sin 16:45 Pt 1	Kanb 13:45 iples	14:00	Boa des 17:00 cket rns
18:00	14:15	STAT (Dema 14:15 2-5 bility, Workflow)	17:45
Sim 18:15 Pt 2	Kanba 14:30 es Pt I	16:00	Kan 18:00 em
19:15	16:00	STATIK 16:15 lass of Rep t) + Wrap up	19:20
Simu 19:25 ebrief	Kanba 16:15 es Pt		19:30



Overview of the Course Modules

1 Experiencing flow – 4 hours

2 The Kanban Method – 4 hours

3 STATIK and Case Study – 4 hours

4 Designing a Kanban System – 4 hours

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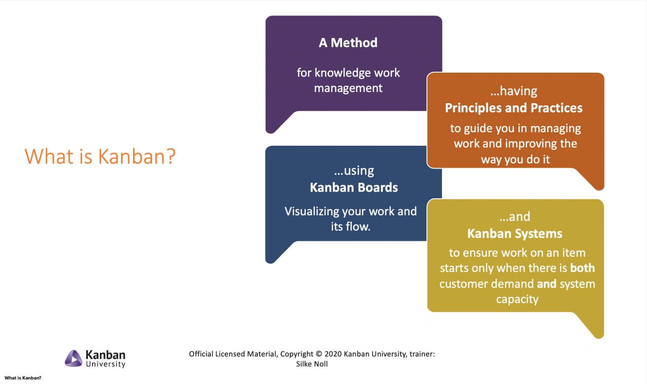

What is Kanban?

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

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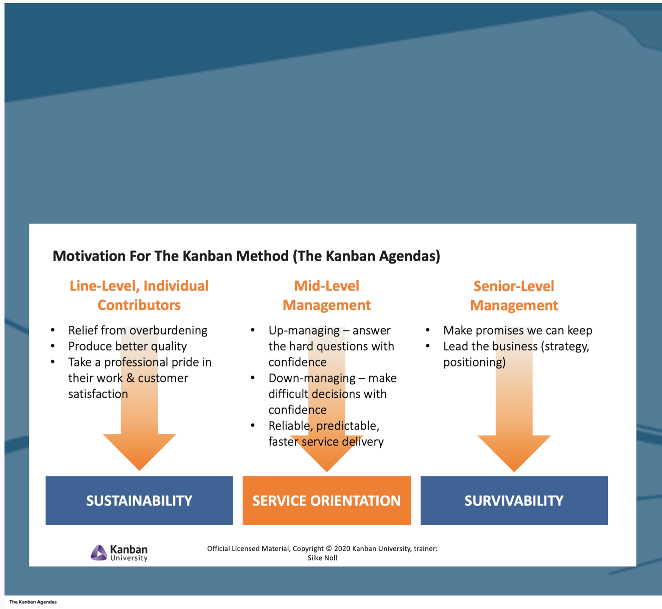
What is Kanban?



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 & 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

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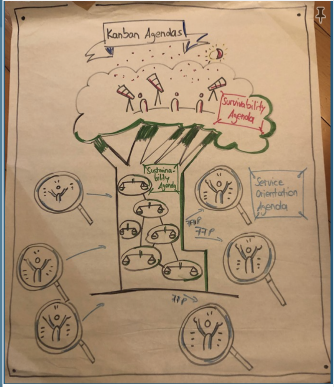
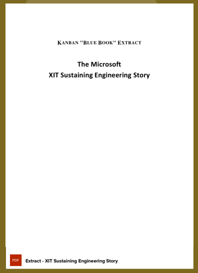
The Kanban Agendas



Kanban Agendas

Preparation links

XIT Case Study

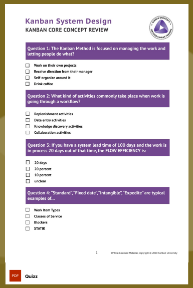


KANBAN "BLUE BOOK" EXTRACT

The Microsoft
XIT Sustaining Engineering Story

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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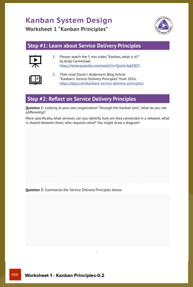
Quizz

Video "The Efficiency Paradox (19 minutes)"

Open link

Worksheet "Kanban Change and Service Principles"

Day 2



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!

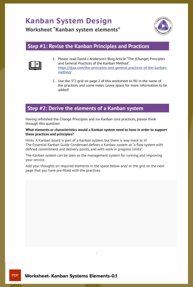
Question 2: Summarize the Service Delivery Principles below.

1

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".

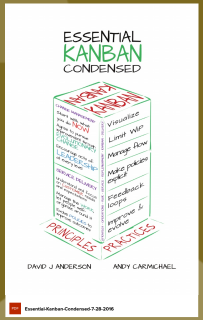
The Kanban system can be seen as the management system for running and improving your service.

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.

1

Worksheet- Kanban Systems Elements-0.1

Essential Kanban Condensed



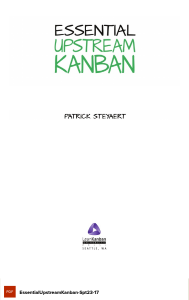
ESSENTIAL KANBAN CONDENSED

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

Essential-Kanban-Condensed-7-28-2016

Essential Upstream Kanban



ESSENTIAL UPSTREAM KANBAN

PATRICK STEYAERT

LeanKanban
SEATTLE, WA

PDF EssentialUpstreamKanban-Spt23-17