

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=QmmlL4qtCBZY>



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.

Question 3: *“We need a clear understanding of who our customers are, what they ask us for, and what their expectations are in terms of service levels.”*

To which degree can you answer these questions for your own organization? If possible, please give one or two examples. Remember, customers can also be company-internal.

Question 4: From your work experience, can you give an example for a workflow process?

Try to visually contrast how this workflow would be modeled based on handovers, and how as knowledge discovery.

Step #3: Learn about Change Management Principles



Read David J. Anderson's Blog Article "Kanban's Change Management Principles" from 2016:

<https://djaa.com/kanbans-change-management-principles/>

Step #4: Reflect on Change Management Principles

Question 1: Summarize the three Change Management Principles briefly in your own words (or sketch).

Question 2: How do the Change Management principles relate to your experiences with change management initiatives so far?

Space to take notes of further questions you bring to the class: