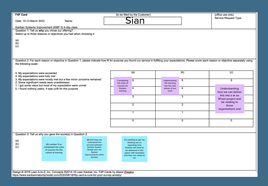
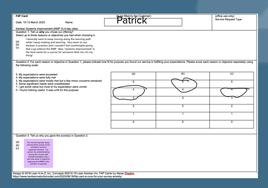
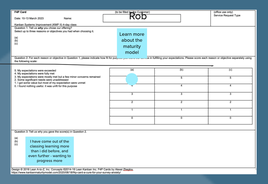
What is your purpose for being here in this class? What are your objectives?







Purpose for class

F4P

5 - Everything & more!	4 - Got everything I needed	3 - Most of what I wanted was there	2 - Some things, but some items were missing	1 - Not fulfilled at all
5	4	3	2	1

5 minutes

How were your objectives for this class achieved?

- Move your stickies along the scale provided by your trainer.
- Per sticky: To which degree has this objective been fulfilled?
- Important: Please put additional stickies on the original ones with the key reason for this rating.

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Basic Learning Paths

Practitioner-levels classes: Enabling to apply selected concepts.	"Alternative Path": Kanban Practices to implement ML 2-3 systems to improve service delivery	"Improving Maturity": Driving improvement initiatives with the use of the KMM as a playbook.
Team Kanban Practitioner	Kanban System Design + Kanban Systems Improvement	Kanban Maturity Model + Kanban Coaching Practices
TEAM KANBAN PRACTITIONER	KANBAN MANAGEMENT PROFESSIONAL	KANBAN COACHING PROFESSIONAL
Able to explain Kanban basics and motivations and apply Kanban practices in a team.	Able to design Kanban systems up to level 3, and to continuously improve service delivery.	Able to apply the the KMM playbook to help evolve an organization to a higher maturity.

Basic Learning Paths

Kanban Maturity Model

A map for resilience, reinvention and customer satisfaction

Release 1.2

KMM

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BENEFITS	RISK	ACTIONS	SCOPE	Organizational Maturity	VALUES	FOCUS	TRUST	LEADERSHIP
Relief from Overburdening: • Get things done	FRAGILE	CHAOTIC	Task	0 Oblivious	• Achievement	Who I am	LOW	SELF
• Improved transparency • Less overburdened people	FRAGILE	TACTICAL / REACTIONARY	Deliverable	1 Team-Focused	• Collaboration • Taking Initiative • Transparency	Who we are	LOW	TRIBAL
Customer Awareness • Basic understanding of workflow • Improved collaboration • Greater empathy • Improved quality of work • Basic understanding of demand and capability • Managerial coordination	FRAGILE	UNALIGNED / REACTIONARY	Product / Service	2 Customer-Driven	• Acts of Leadership • Customer Awareness • Evolutionary Change • Flow • Narrative • Respect • Understanding (internal)	Who we are	LOW	TRIBAL
Meeting customer expectations • Shorter Lead time • Fast and balanced workflow • Predictability • Meet SLAs • Actionable metrics	RESILIENT	OPERATIONAL / EXPLAINABLE	Product Lines Shared Services	3 Fit-for-Purpose	• Agreement • Balance • Customer Service • Fitness for Purpose • Leadership at All Levels • Short-term Results • Understanding (external) • Unity & Alignment	Why we exist	HIGH	ALTRUISTIC
Risk Management • Risk Hedging • Quantitative analysis • Dynamic scheduling • Economically robust	ROBUST	OPERATIONAL / EXPLAINABLE	Product Lines Shared Services	4 Risk-Hedged	• Business Focus • Competition • Customer Intimacy • Data-driven decision making • Deeper Balance • Fairness • Leadership Development • Regulatory Compliance	What we do	HIGH	PURPOSE-DRIVEN
Organizational Agility • Re-configurable shared services • Workforce flexibility • Perfectionism	ANTIFRAGILE	STRATEGIC / CONGRUENT / ANTICIPATORY	Business Lines Portfolio	5 Market Leader	• Equality of Opportunity • Experimentation • Perfectionism • Social Mobility	How we do it	HIGH	HUMBLE
Long-term Survival • Congruent decision making • Robust to external changes • Capability for reinvention • Long-term security	ANTIFRAGILE	STRATEGIC / CONGRUENT / ANTICIPATORY	Business Lines Portfolio	6 Built for Survival	• Congruence • Long-term Survival • Tolerance & Diversity	Reinvention	HIGH	DUTY-DRIVEN

KANBAN METHOD

General Practices

1. Visualize (with kanban board)
2. Limit work-in-progress (with kanban)
3. Manage flow
4. Make policies explicit
5. Implement feedback loops
6. Improve collaboratively, evolve experimentally using models & the scientific method

Service Delivery Principles

Your organization is a network of interdependent services with policies that determine its behaviour.
Therefore:

1. Understand and focus on the customer's needs and expectations
2. Manage the work; let workers self-organize around it
3. Regularly review the network and its polices to improve outcomes.

Change Management Principles

1. Start with what you do now
   - Understanding current processes, as actually practiced
   - Respecting existing roles, responsibilities & job titles
2. Gain agreement to pursue improvement through evolutionary change
3. Encourage acts of leadership at all levels

David J Anderson School of Management

More information: www.kanbanmaturitymodel.com

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KMM-A3-v22

5 min

Closing Discussion: Let's do something about it!

- What will you do differently in your organization when you get back to your office next week?
- Do you have steps identified to establish or strengthen feedback loops (see the 5 cadences)?
- What options do you have to implement practices, gather data and insights, share and reflect and take further improvement actions?
- Is your organization ready for The Kanban Method? Or do you need the insights from the Change Leadership Masterclass or an experienced AKC to help gain acceptance for the necessary changes?

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Let's do something about it!

I don't...have an organisation. So. Um.

Think differently when I see bottlenecks in our system → We are def practicing good feedback loops in our team but it's what happens to the feedback that can be off putting to staff → If BAU doesn't become overwhelming then I honestly think we can → Our Organisation is ready and our Senior Team is gearing up to work in a Kanban environment too

I am egar to roll this out across MC however holding off to use as a alpha tester of the product → However! we are looking to implement this across two other companies of my QEDelivery and WORQReady → YAS these organisations are ready to pick up KANBAN

Let's do something about it!

Tool Links

Swift Kanban from digite

https://www.digite.com/swiftkanban/swiftkanban-free-trial?promoCode=s-nd8qt

kanbanize

https://kanbanize.com/sign-up?referral_code=8892057

nave

https://getnave.com/kanban-dashboards?referral=NAVE-033

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Leankanban

The Kanban Way

kanbanize

Sign Up for a Kanbanize Account

It's free. It's free and you'll be up and be on your way to increased productivity! Kanbanize is a visual kanban board software for project management.

Kanbanize

You can't see this image because it comes from a private source.

Don't make any drastic changes moving along the path of business agility. Keep your current tools and slowly improve by applying small evolutionary changes. Use your current strategies and assess your improvement efforts with Nave's Kanban analytics tuite within your

Getnave