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

Dani - Learn more about upstream/ scale Kanban

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
To get transparency of all the work across our system and introduce a new way of working for ANZ business teams	I want to continue learning more about Kanban to help my teams and organisation Tanya	Metrics for Improvement		
Help my org. right now in some areas where it is struggling	Lean more!	I'd like to be able to go back to work Tuesday and start applying what I've learnt straight away Tanya		
Learn about really harnessing kanban at ent level	I want to learn how to scale Kanban	I want to continue building on my Kanban knowledge and my confidence to apply within the organisation I work with Damian		
	Listen to other people's experiences, stories and learning	correct my mental models (e.g. cf Scrum & Agile)		
	Learn alternative applications of Kanban	Real stories from the trenches		
	Understand better how to scale Kanban & visualise the entire upstream and downstream (like in the video) without limitations of ADO Tanya	More about metrics in Kanban at both team/ org levels		

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.

Kanban University

All materials copyright Kanban University, Inc., 2020

95

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

Kanban University

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		TACTICAL	Deliverable	1 Team-Focused	• Collaboration • Taking Initiative • Transparency			
Customer Awareness • Basic understanding of workflow • Improved collaboration • Greater empathy • Improved quality of work • Basic understanding of demand and capability • Managerial coordination		UNALIGNED	Product / Service	2 Customer-Driven	• Acts of Leadership • Customer Awareness • Evolutionary Change • Flow • Narrative • Respect • Understanding (internal)	Who we are		TRIBAL
Meeting customer expectations • Shorter Lead time • Fast and balanced workflow • Predictability • Meet SLAs • Actionable metrics	RESILIENT	OPERATIONAL	Product Lines Strategies	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		ALTRUISTIC
Risk Management • Risk Hedging • Quantitative analysis • Dynamic scheduling • Economically robust	ROBUST	EXPLAINABLE	Product Lines Strategic Portfolio	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	Business Lines Portfolio	5 Market Leader	• Equality of Opportunity • Experimentation • Perfectionism • Social Mobility	How we do it		HUMBLE
Long-term Survival • Congruent decision making • Robust to external changes • Capability for reinvention • Long-term security		CONGRUENT		6 Built for Survival	• Congruence • Long-term Survival • Tolerance & Diversity	Reinvention		DUTY-DRIVEN
		ANTICIPATORY						

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 policies 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

© Mauvius Group Inc. All rights reserved. Reproduction by permission only.

KMM-A3-v22

15 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 6 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?

Kanban University

Let's do something about it!

Continue on our journey of introducing Kanban to the teams. Keeping it simple and focusing on evolutionary change.
I will also use the KMM to help shape up our maturity model and roadmap of activities.
I am currently making improvement a product and making it visible on boards across the org.
We are ready. Might need help with Metrics - we are just getting started with these.

Review my teams existing boards, incrementally introduce and begin adding ideas/techniques

I'm going to have to try really hard to be patient as I want to reach change too fast and keep it a slow evolution.

Bring in a few changes to current ceremonies/ meetings to map to some of the cadences.

Working with 2 Kanban teams now, aiming to help Sally's team start applying Kanban and helping a few Scrum teams start applying some Kanban

Start using metrics & Keep learning

Continue on the journey of discovery and look at what other part of the business we can start introducing some of these Kanban principals and techniques

We are on the journey of adopting SAFe - my question is how can the 2 work together if possible

Start to work with the "upstream" team.

Discuss with the "programme coach" team

Think about "hidden delays" (eg pull requests)

Tool Links

Swift Kanban from digite

https://www.digite.com/swiftkanban/swiftkanban-free-trial?promoCode=s-nd8931 Open link

kanbanize

https://kanbanize.com/sign-up?referral_code=BB92057 Open link

nave

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

Kanban University

Register for SwiftKanban | Kanban University

© 2020 Kanban University. All rights reserved. Kanban Trainer and Kanban Coaching Professional are registered trademarks of Kanban University.

Learnkanban

The Kanban Way
An Introvert Guide

kanbanize

Sign Up for a Kanbanize Account

Hi, Nice to meet you! Are you ready to take 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 organization's culture intact by applying small evolutionary changes. Evaluate your progress and assess your improvement efforts with Nave's Kanban analytics suite within your

Getnave