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

Myths and Facts

Facts

At its core, Kanban is an evolutionary change method

The Kanban method uses Kanban boards to visulize invisible work, workflow & business risks

Kanban is a method to directly improve service delivery

Over time, the application of Kanban helps you building an adaptive capability that enables you to respond effectively to changes in customer demand or your business environment

There is no right or wrong in the implementation of Kanban, only different depth

Myths

Kanban is a project management method

Kanban is not suited to develop innovative products

Kanban does not contain a software development lifecycle

Kanban makes sure people are busy (optimize resource utilization)

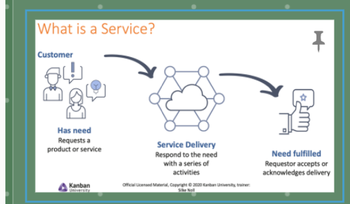
Kanban is mainly focused on increasing a team's throughput

Kanban works best for IT Operations

"Pull" means that a person can self-select their work

Services

What services could you think of?



Brainstorming metrics

3 min

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

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

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(System) Lead times/ Cycle Time

WIP

Customer Lead times

Delivery rate (wip/lead time)

Throughput (wip/tip)

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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Retrospectives

Standups/daily/kanban meeting

Operations Review

Step feedback

Kanban board

Workflow step

Brainstorming feedback loops

Prerequisites for Module 3

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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Prerequisites for Module 3

KANBAN "BLUE BOOK" EXTRACT

The Microsoft XIT Sustaining Engineering Story

Kanban - XIT Sustaining Engineering Story