Overview of STATIK Steps

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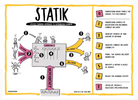

Demand Analysis

15-30 min

In your groups, perform a Demand Analysis

- **Identify work item types.**
  - Where does demand come from?
  - What do customers request? Scale?
  - Complexity?
  - (Tip: different types resulting in different workflows, dependencies, required skills)
- **For each type of work, analyze:**
  - Arrival rate and nature of demand (random, burst, seasonal, batches, chaotic, planned or unplanned, anticipatable or not?, refutable/discretionary or not?)
  - Customer expectations (rate of unreasonable)

Service Level Expectation

Or if incomplete: Purpose is learning

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Demand Analysis

Work Item Type	Arrival Pattern	Nature of Demand	Customer Expectations
Request from whānau (families)	Māori schools (Kōhanga Reo and Kura Kaupapa Māori)	Seasonal and spotitic	Education and employment
COVID response ensuring whānau (families) have access to food parcels and wellbeing packs		Although there are 3 Māori organisations, their customers need to be Māori	
Demand and can lean on health and social services			Heath services (Hauora)
			Social Services
	unique		Translation (Kanban Guide\), Bilingual and Bilingual)
	one off		STATIK
	from time to time		Kanban Training
	longer term		Coaching

Identify work item types.

Where does demand come from?
What do customers request?
Scale? Complexity?
(Tip: different types resulting in different workflows, dependencies, required skills)

For each type of work, analyze:

Arrival rate and nature of demand (random, burst, Seasonal, batches, chaotic, planned or unplanned, anticipatable or not?, refutable/discretionary or not?)

Customer expectations (even if unreasonable)

Capability Analysis

Work Item Type	Delivery Rate	Defect Rate	Capability Analysis	Demand vs Capability

Optional: Capability Analysis

30 min

- For each work item type, collect:
  - Delivery rate data
  - Lead time run chart and distribution histogram
  - Defect rate
- Capability Analysis
  - What is the capability of the system?
  - Are there any special cause variations?
- Demand vs Capability
  - Compare demand to capability. What are the gaps?

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Form groups around cases

15 min

- You will have a great learning opportunity to practice STATIK with your own cases. Who would like to offer a real-world case to practice STATIK?
- Form groups of 3-4 people, one of them with a "case;" a (future) Kanban system that should be designed.
- As a first step, help the Case Owner to describe their **"Service."** Use the questions from the prior slide. Note that this description might evolve throughout the application of the STATIK stages.
- You might draw a diagram positioning the service in the network of services in that organization.

Helping customer's to achieve a better way of working

Improvement of quality of service

NGOs want "a better way of working that aligns with their values"
1. What are the gaps? What already know they want?
2. What are the pain points we already know they want to solve?
3. What does "a better way of working" look like?
4. What are the gaps with their views? Aha Bah?

Bilingual competency

Offering a service that changes how people in the organization or person's "way of life" happens at some point/s and is cross-environmental

Culturally diverse and appropriate for their staff and communities

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Classes of Service

Class of Service	Work Item Type(s)	Policies	SLAs

Discovering Classes of Service

15 min

- Consider the risks associated with different work items types, such as cost of delay.
- Describe some policies for classes of service, e.g. Expedite.
  - What are the rules for how something should be treated?
  - Typically we care about queuing, discipline & volume of tickets.
- Which classes of service apply to which work item types? 1 to 1 mappings are common.
- Are there any existing SLAs or other policies that cause interruptions, untracked work, and hidden Classes of Service?
- Do these (negatively) affect customer satisfaction?

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Pedro Mena

System Replenishment & Delivery Frequencies

15 min

- What is the appropriate input or system replenishment frequency?
- How quickly are things changing (in the business)? What is the arrival rate of new information that would affect selection of items?
- What is the ideal delivery frequency for your Kanban system?
- What are the transaction costs of a delivery (training, deployment, governance) and the lead times involved (e.g. training lead time)?
- Does it make sense for delivery and system replenishment frequency to be the same, or is it more natural for them to be different?
- Is on-demand delivery or replenishment possible? What would it take to make it possible?

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Replenishment & Delivery Cadences

Work Item Type(s) / Classes of Service	Replenishment Frequency	Delivery Frequency	Transaction costs

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Rajeshkumar and Melissa Adams

Understand motivation for change

10 min

- Describe Sources of Internal/ Team Frustration
  - Variability that randomizes the process
  - What prevents work being delivered on-time, with good quality, etc.
- Describe Sources of Customer Dissatisfaction
  - Reasons customers are unhappy/expectations not met
  - (or points of customer conflict)

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Revenue Generation Model

Brand Development

Alpha Testing

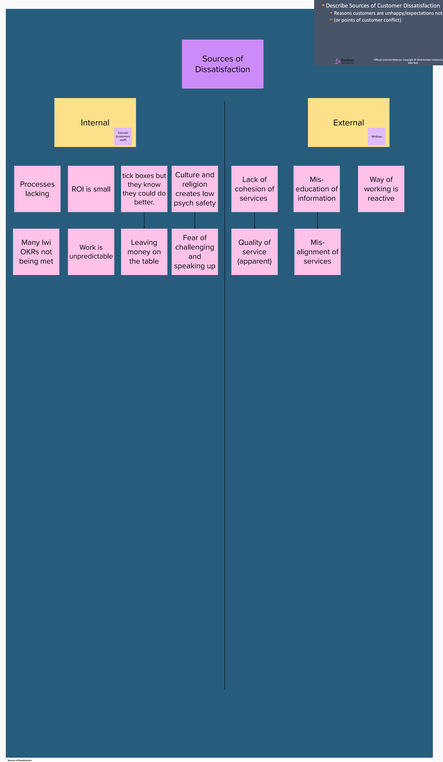
Bespoke Illustrations

Translation (Kanban Guide\)

Translation (Workbook)

Beta Testing

Go through escalation point (needs assessment)



Sources of Dissatisfaction

Map the workflow(s)

15-30min

In your groups, model the workflow(s) in your service delivery

- Sketch the workflow for a few types of work.
  - Any method is acceptable, like flow charts, sticky notes, or stickmen drawing.
- Discuss the sequence of dominant activities for discovering new knowledge/information.
  - List the activities (use verbs).
  - Does the knowledge discovery activity span across people/teams and show collaborations?
- Are there any specialist activities?

Activity A

Activity B

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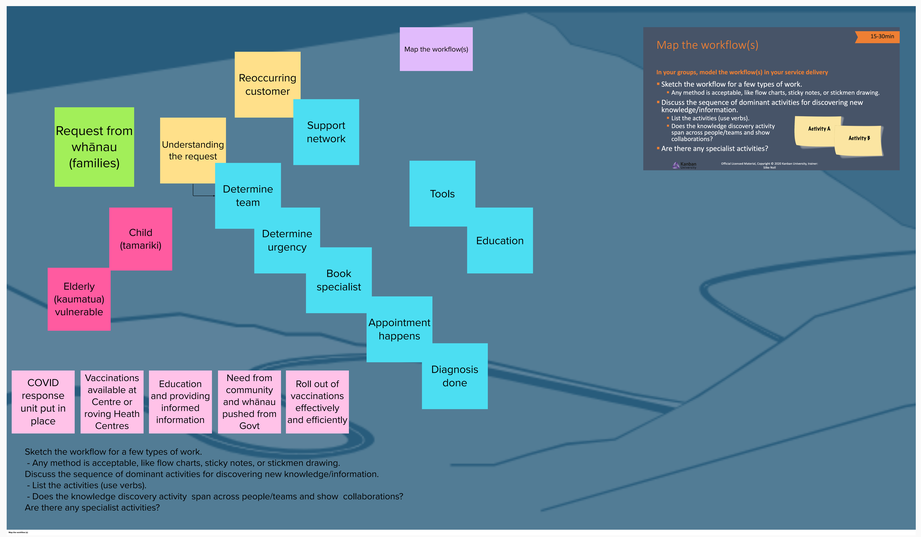

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Map the workflow(s)

Prerequisites for Module 4

15(+30) min

- Please get this done before the start of the next module!
- Kanban Foundations Quiz
- Worksheet "Elements of a Kanban System"

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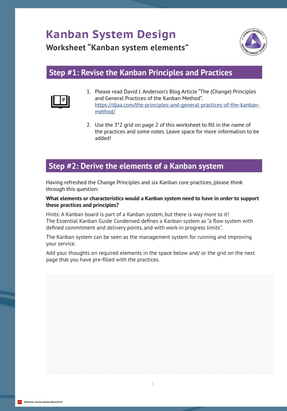

Productivity for Module 4