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 |

Building a firm Kanban Base

Better understanding of the upstream (product discovery)

Client/ Customer engagement asap

4,5

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

| 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 Features | 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 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 | | ALTRUISTIC |
| **Risk Management** • Risk Hedging • Quantitative analysis • Dynamic scheduling • Economically robust | ROBUST | 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 | 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 ANTICIPATORY | | 6 Built for Survival | • Congruence • Long-term Survival • Tolerance & Diversity | Reinvention | | 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

**More information:** www.kanbanmaturitymodel.com

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KMM-A3-v22

Let's do something about it!

## Closing Discussion: Let's do something about it!

15 min

- 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 AMC to help gain acceptance for the necessary changes?

Let's do something about it!

Let's do something about it!

Tool Links

Swift Kanban from digite

https://www.digite.com/swiftkanban/swiftkanban-free-trial/?promoCode=s-noil-001

businessmap formerly Kanbanize

https://businessmap.io/sign-up?referral_code=4139966

nave

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

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Don't make any drastic changes moving along the path of business agility. Keep your organization healthy and improve by applying small evolutionary changes. Evaluate your progress and focus your improvement efforts with Nave's Kanban analytics suite

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