

Kanban Maturity Model

Evolving Fit-For-Purpose Organizations

Release 1.1



Leadership

INDIVIDUALISM

PURPOSE

SHARED

ALIGNMENT | UNITY |

OUTCOMES

Limitations & Rewards

Entirely Unpredictable

· Individual Heroics

· Emergent Process

· Happier Workers

· Managerial Heroics

· Consistent Process

· Consistent Process

Happier Customers

Consistent Outcomes

Happier Shareholders

· Sustainable Outcomes

· Economically Robust

• Optimized Processes

• Market Leading Economics

Superior Outcomes

Long-term Security

Robust to Disruption

· Continued Relevance

Managed Process

Quantitativelu

Risk Exposed

Inconsistent Outcomes

Inconsistent Outcomes

Kanban Method

General Practices

- 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 behavior.

 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



RACTICES CULTURE Organizational Observable Behaviour **Actions Values** Scope **Focus Maturity** Achievement CHAOTIC Who elief from Overburdening **Oblivious** I am 3 EACTIONARY Get things done 0 TACTICAL Collaboration **Taking Initiative** Team-Transparency UNALIGNED Focused **Customer Awareness** Who Basic understanding of workflow Improved collaboration we are **Customer Awareness** · Greater empathy Improved quality of work **Basic Understanding Customer-**· Basic understanding Driven **Evolutionary Change** of demand and capability Acts of Leadership · Managerial coordination Customer Service to fit-for-purpose **Customer Service Balance** Shorter Lead time Deeper Understanding Why Fit-for-Fit for Purpose Predictability OPERATIONAL EXPLAINABLE we exist . Leadership at All Levels Meet SLAs Purpose Unity & Alignment Actionable metrics Short-term Results Agreement CIPATORY Customer Intimacy Deeper Balance **Risk Management** What Competition Fitter For Purpose Risk Hedging Risk Quantitative analysis we do Hedged Leadership Development Regulatory Compliance Dynamic scheduling PNA Experimentation Rediscovery **Organizational Agility** CONGRUENT Congruence How O STRATEGIC Market • Re-configurable shared services Fittest For Purpose Workforce flexibility **Business Focus** we do it Leader **Equality of Opportunity** Perfectionism Lines Social Mobility **Culture of Challenging** Replacing symbols of value **Built for** Long-term Survival ReInvention Reinventing what & how olerance & Diversity Survival Redefining why & who

More Information: www.kanbanmaturitymodel.com