



# Kanban Maturity Model

## Evolving Fit-For-Purpose Organizations

Release 1.1



P R A C T I C E S

C U L T U R E

O U T C O M E S

### Kanban Method

#### General Practices

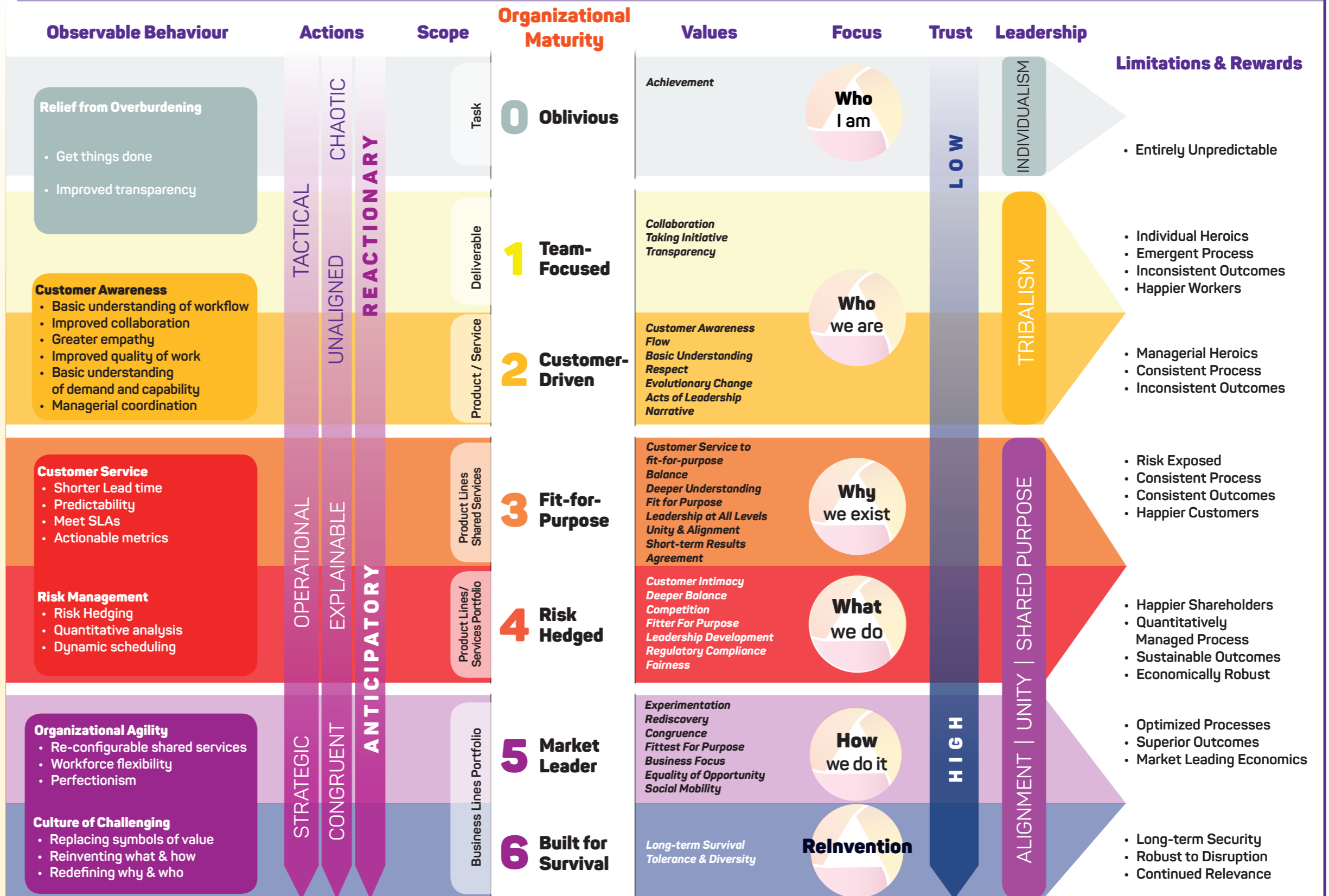
1. Visualize (with kanban board)
2. Limit work-in-progress (with kanban)
3. Manage flow
4. Make policies explicit
5. Implement feedback loops
6. Improve collaboratively, evolve experimentally using models & the scientific method

#### Service Delivery Principles

- Your organization is a network of interdependent services with policies that determine its 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 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



More Information: [www.kanbanmaturitymodel.com](http://www.kanbanmaturitymodel.com)

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