



Kanban Maturity Model

Outcomes and Benefits



RESILIENCE

ACTIONS

OUTCOMES

BENEFITS

FIT-FOR-PURPOSE

TRUSTED

SOCIAL COHESION

FRAGILE

CHAOTIC

REACTIONARY

0

Oblivious

Every customer has their "pet"

- Failure to understand the need for a process
- Faith in the individual to deliver

Relief from Overburdening:

- Get things done

1

Team-Focused

Individual heroics

- Emerging process
- Very inconsistent delivery

- Improved transparency
- Less overburdened people

2

Customer-Driven

Managerial heroics

- Consistent process
- Inconsistent delivery

Customer Awareness

- Basic understanding of workflow
- Improved collaboration
- Greater empathy
- Improved quality of work
- Basic understanding of demand and capability
- Managerial coordination

3

Fit-for-Purpose

No more heroes any more
Trustworthy

- Consistent process
- Consistent delivery

Meeting customer expectations

- Shorter Lead time
- Fast and balanced workflow
- Predictability
- Meet SLAs
- Actionable metrics
- Satisfied customers

4

Risk-Hedged

Secure, valued

- Consistent process
- Predictable delivery
- Consistent economics

Risk Management

- Risk Hedging
- Quantitative analysis
- Dynamic scheduling
- Economically robust

5

Market Leader

Highly secure, highly valued,
Admired

- Optimized processes
- Best in class delivery
- Market-leading economics

Organizational Agility

- Re-configurable shared services
- Workforce flexibility
- Perfectionism

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Built for Survival

A history of dramatic and
surprising reinvention

- Old business lines retired
- New business lines begun
- Economically sustainable reinvention

Long-term Survival

- Congruent decision making
- Robust to external changes
- Capability for reinvention
- Long-term security

UNFIT

UNSUSTAINABLE

SUSTAINABLE

INDIVIDUAL

IDENTITY - DRIVEN

PRODUCT | SERVICE

PURPOSE - DRIVEN

BRAND | ENTERPRISE