

# Kanban Maturity Model



A map for resilience, reinvention and customer satisfaction

Release 1.2

BENEFITS	RISK	RISK ACTIONS		 SCOPE		Organizational Maturity	VALUES	FOCUS	TRUST	_LEADERSHIP_
Relief from Overburdening:  • Get things done		i i	CHAUTIC	Task	0	Oblivious	Achievement	Who	W	SELF
<ul> <li>Improved transparency</li> <li>Less overburdened people</li> </ul> Customer Awareness <ul> <li>Basic understanding of workflow</li> </ul>	FRAGILE	TACTICAL	REACTIONARY	Deliverable	1 Team-Focused  2 Customer- Driven	Team-Focused	<ul><li>Collaboration</li><li>Taking Initiative</li><li>Transparency</li></ul>	Who	10	3AL
Improved collaboration     Greater empathy     Improved quality of work     Basic understanding     of demand and capability     Managerial coordination			UNALIGNED	Product   Service		<ul> <li>Acts of Leadership</li> <li>Customer Awareness</li> <li>Evolutionary Change</li> <li>Flow</li> <li>Narrative</li> <li>Respect</li> <li>Understanding (internal)</li> </ul>	we are		TRIBAL	
Meeting customer expectations  • Shorter Lead time  • Fast and balanced workflow  • Predictability  • Meet SLAs  • Actionable metrics	RESILIENT	PERATIONAL	XPLAINABLE	Product Lines Shared Services	3	Fit-for-Purpose	Prose  Agreement Balance Customer Service Fitness for Purpose Leadership at All Levels Short-term Results Understanding (external) Unity & Alignment  Why		ALTRUISTIC	
Risk Management  Risk Hedging  Quantitative analysis  Dynamic scheduling  Economically robust	ROBUST	OPERA	<u>ا</u> ا	Product Lines   Services Portfolio	4	Risk-Hedged	Business Focus     Competition     Customer Intimacy     Data-driven decision making     Deeper Balance     Fairness     Leadership Development     Regulatory Compliance	What we do	Ļ	PURPOSE-DRIVEN
Organizational Agility • Re-configurable shared services • Workforce flexibility • Perfectionism	AGILE	EGIC	ANTICIPATORY	es Portfolio	5	Market Leader	<ul><li> Equality of Opportunity</li><li> Experimentation</li><li> Perfectionism</li><li> Social Mobility</li></ul>	How we do it	H = 0	HUMBLE
Long-term Survival Congruent decision making Robust to external changes Capability for reinvention Long-term security	ANTIFRAGILE	STRATEGIC	CONGROENI	Business Lines Portfolio	6	Built for Survival	<ul><li>Congruence</li><li>Long-term Survival</li><li>Tolerance &amp; Diversity</li></ul>	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
  - 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

- Understand and focus on the customer's needs and expectations
- 2. Manage the work; let workers selforganize 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

