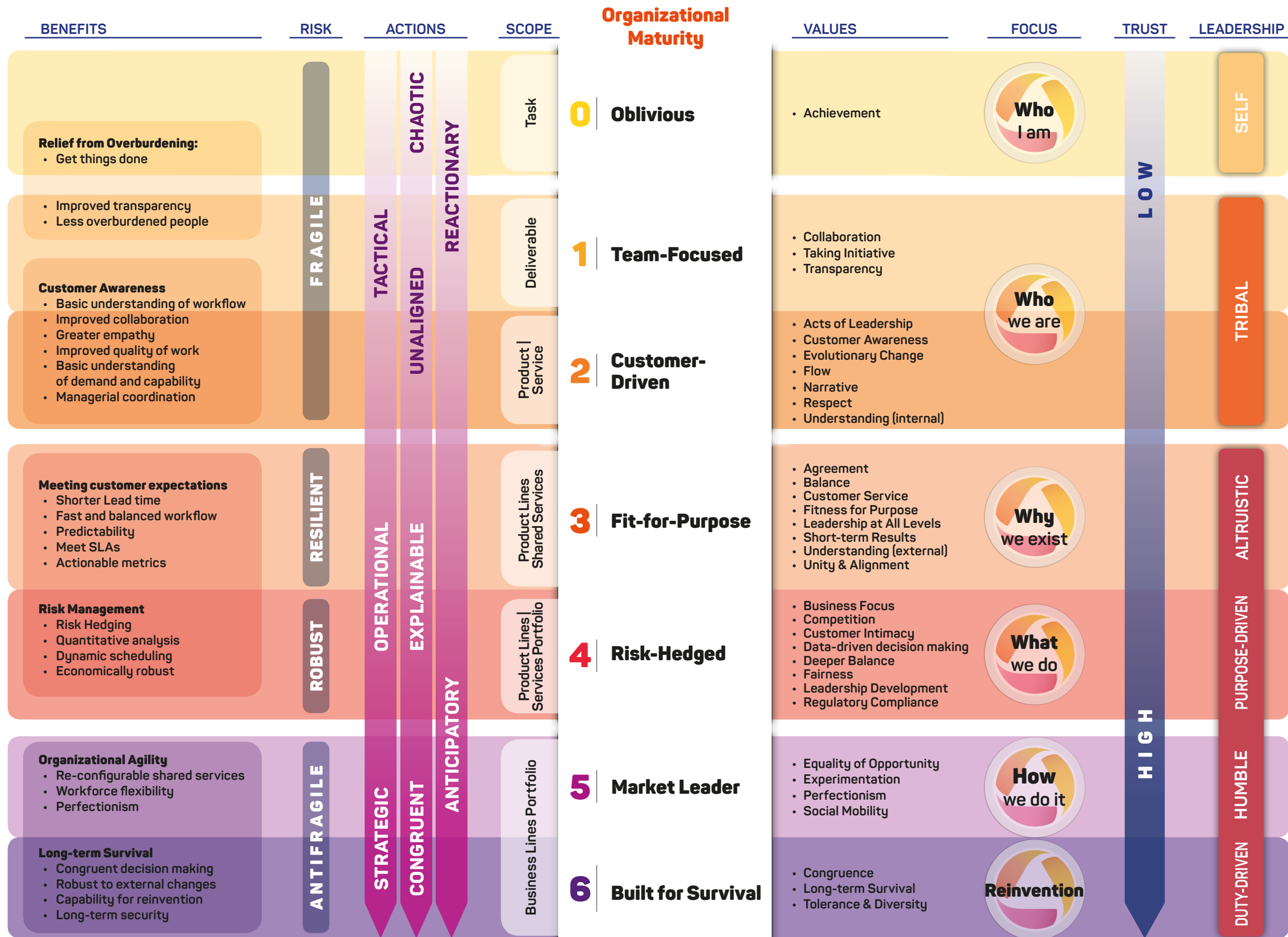




Kanban Maturity Model

A map for resilience, reinvention and customer satisfaction

Release 1.2



KANBAN METHOD

General Practices

- Visualize (with kanban board)
- Limit work-in-progress (with kanban)
- Manage flow
- Make policies explicit
- 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
 - Manage the work; let workers self-organize around it
 - Regularly review the network and its policies to improve outcomes.

Change Management Principles

- Start with what you do now
 - Understanding current processes, as actually practiced
 - Respecting existing roles, responsibilities & job titles
- Gain agreement to pursue improvement through evolutionary change
- Encourage acts of leadership at all levels

