

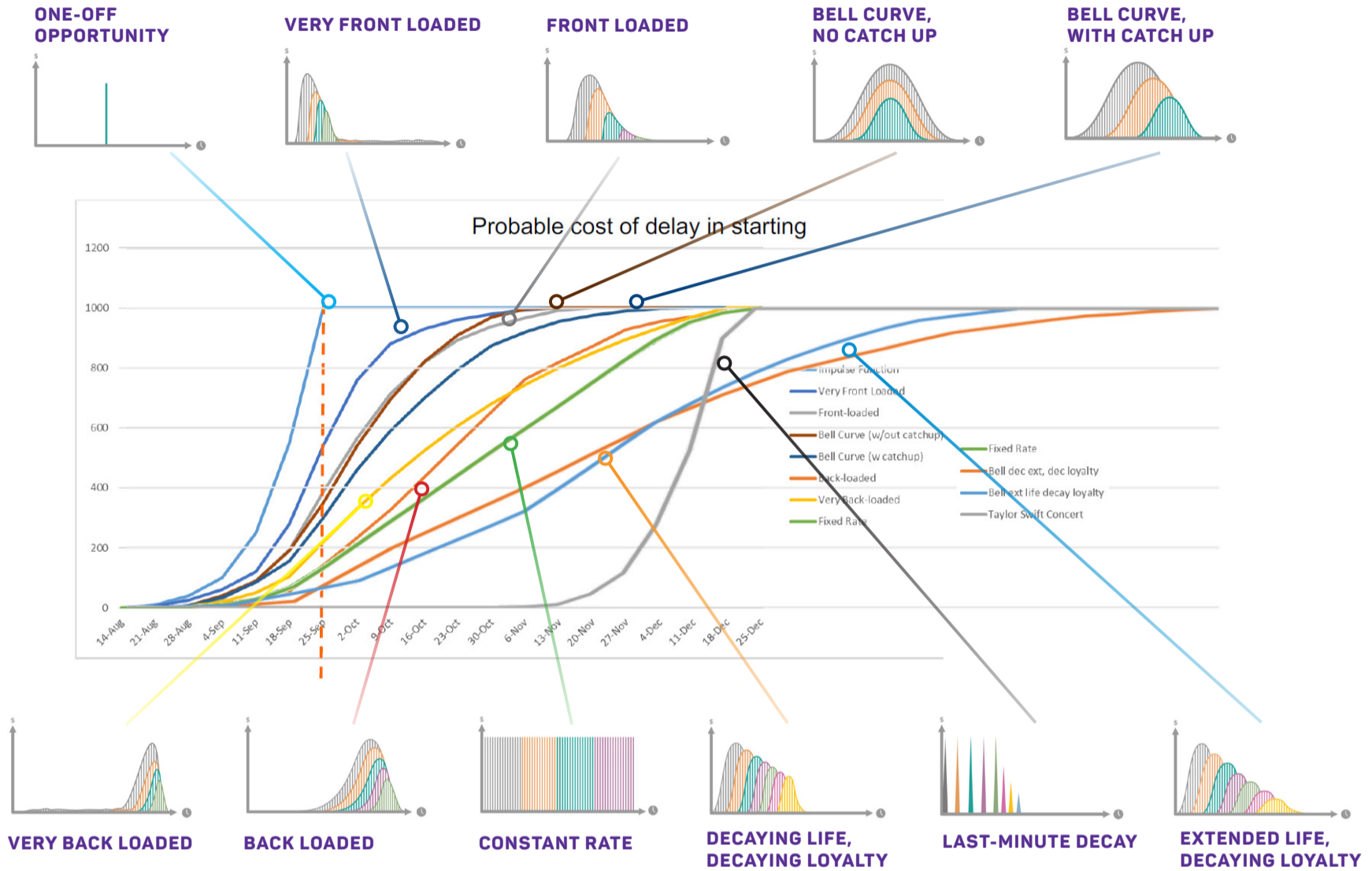


Kanban Maturity Model

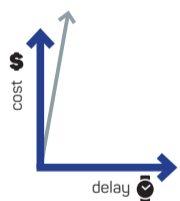
Cost of Delay



Probable cost of delay in starting for each of the Value Acquisition Lifecycle functions

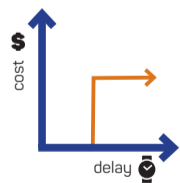


CLASSES OF SERVICE REFLECT PROBABLE COST OF DELAY IN STARTING



EXPEDITE

Critical and immediate cost of delay; it can exceed other kanban limit (bumps other work).



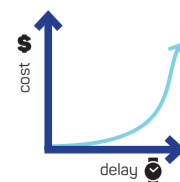
FIXED DATE

Cost of delay goes up significantly after deadline.



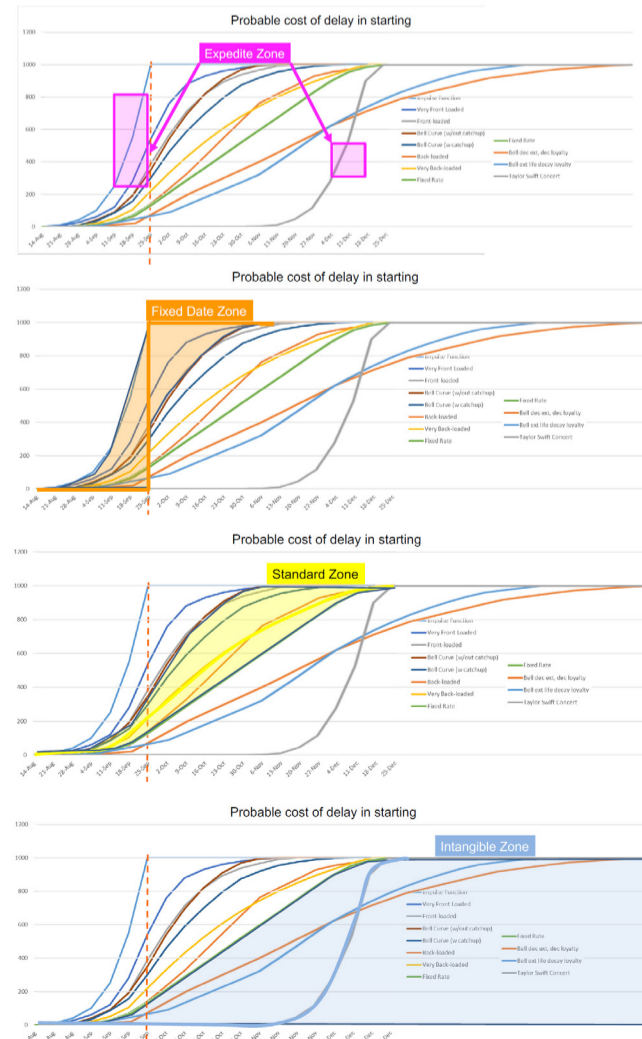
STANDARD

Increasing urgency, cost of delay is shallow but accelerates before levelling out.



INTANGIBLE

Cost of delay may be significant but is not incurred until significantly later (if at all).



More information: www.kanbanmaturitymodel.com

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