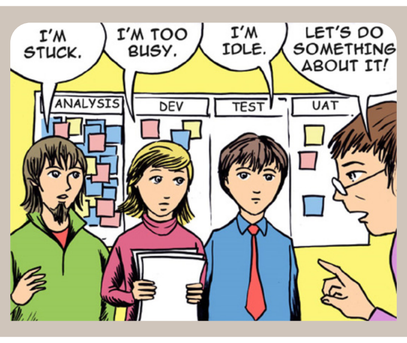
Kanban Maturity Model

Managed Evolution



FORMULA FOR EVOLUTIONARY CHANGE:

STRESSOR > **REFLECTION MECHANISM** > **LEADERSHIP**

STRESSOR

- Visualization
- Personal WIP Limit
- Focus on customer valued work
- Responsibility for flow
- Column WIP Limit
- Triage
- Operations Review
- Row WIP Limit
- Strategy vs. Capability

REFLECTION MECHANISMS

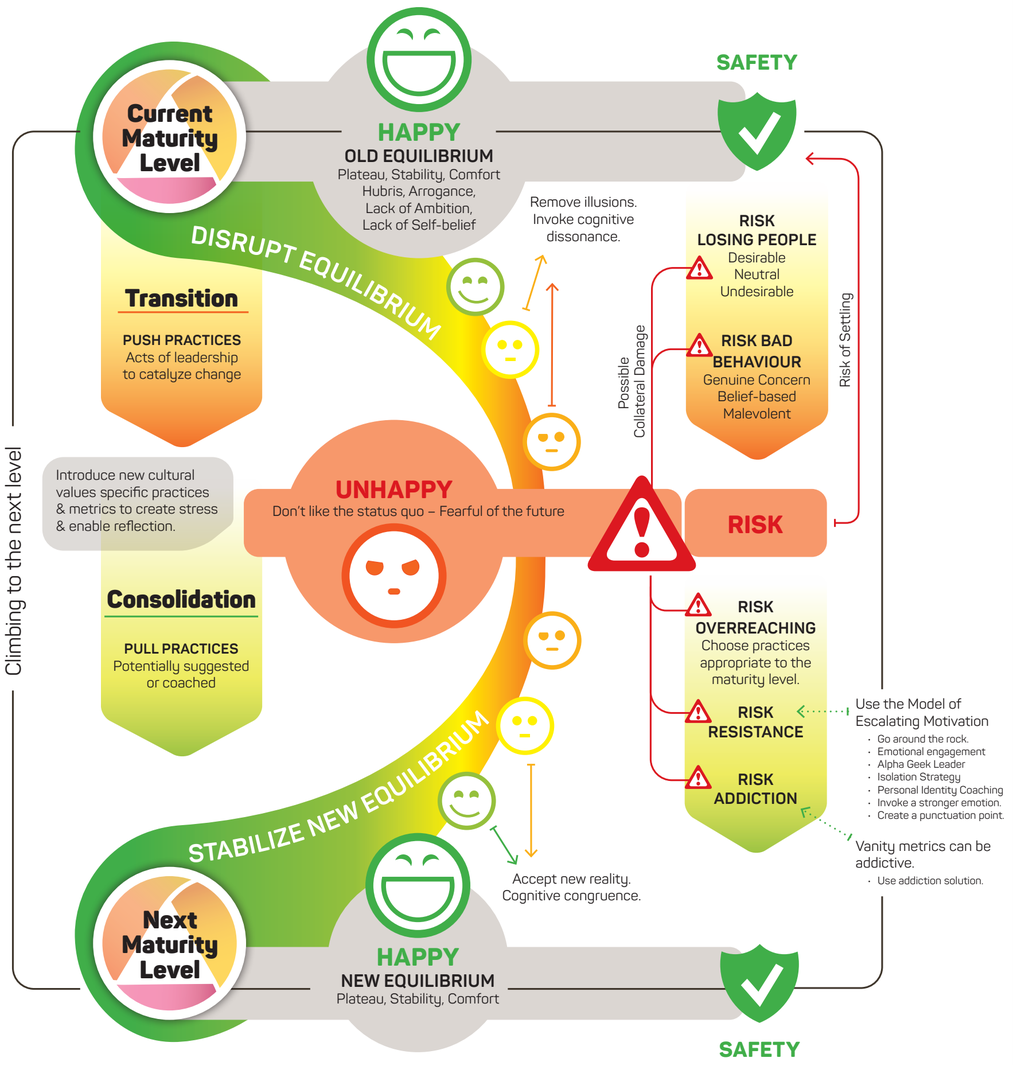
- **0.1** Make a personal reflection.
- **1.1** Conduct Team Kanban Meeting.
- **1.2** Make Team Retrospective.
- **1.3** Conduct Team Replenishment Meeting.
- **2.1** Conduct Workflow Replenishment Meeting.
- **2.2** Conduct Workflow Kanban Meeting.
- **2.3** Conduct Flow Review.
- **3.0** Conduct Blocker Clustering.
- **3.1** Conduct Improvement Suggestions Review.
- **3.2** Conduct Replenishment Meeting.
- **3.3** Conduct Delivery Planning Meeting.
- **3.4** Conduct Service Delivery Review (downstream).
- **3.5** Conduct Service Request Review (upstream).
- **3.6** Conduct Service Risk Review.
- **4.1** Conduct Organizational Risk Review.
- **4.2** Conduct Operations Review.
- **4.3** Conduct Marketing Strategy Review.
- **5.1** Conduct Organizational Strategy Review.

LEARNING AND IMPROVEMENT

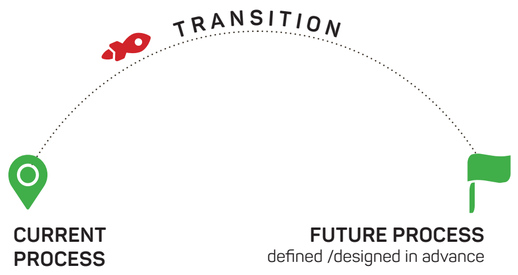
Oblivious	0	ML0 CONSOLIDATION	ML1 TRANSITION
Team-Focused	1	ML1 CONSOLIDATION	ML2 TRANSITION
Customer-Driven	2	ML2 CONSOLIDATION	ML3 TRANSITION
Fit-for-Purpose	3	ML3 CONSOLIDATION	ML4 TRANSITION
Risk-Hedged	4	ML4 CONSOLIDATION	ML5 TRANSITION
Market Leader	5	ML5 CONSOLIDATION	ML6 TRANSITION
Built for Survival	6	ML6 CONSOLIDATION	

MUTATION & ADAPTATION
Climbing to the next level

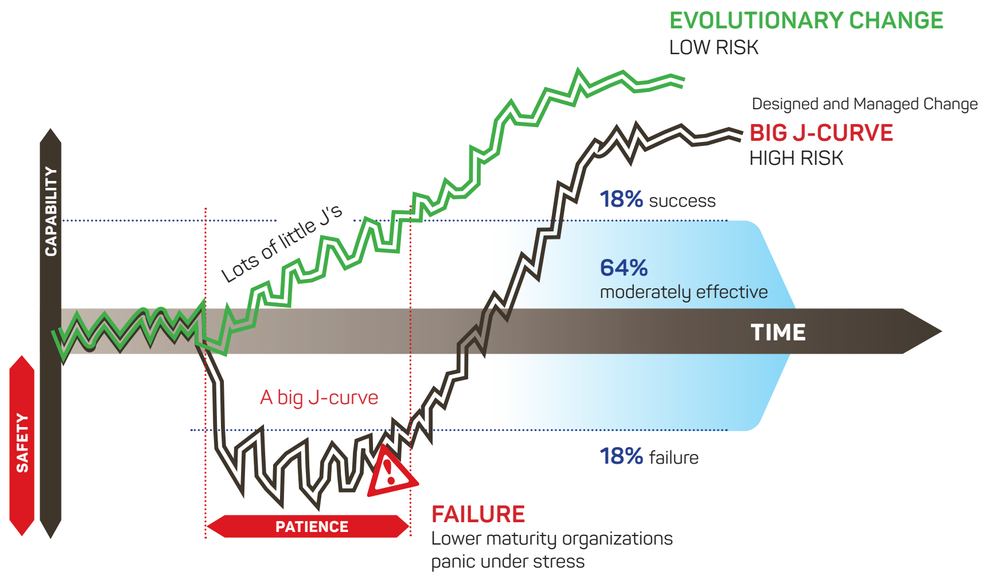
EVOLUTIONARY CHANGE MODEL



TRADITIONAL CHANGE IS AN "A" TO "B" PROCESS



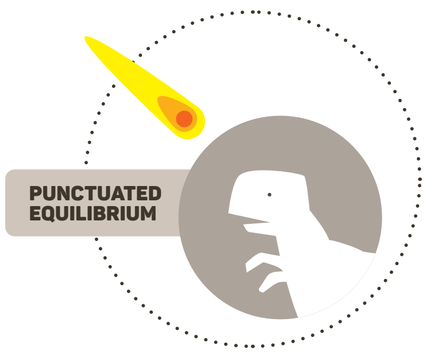
THE J-CURVE EFFECT

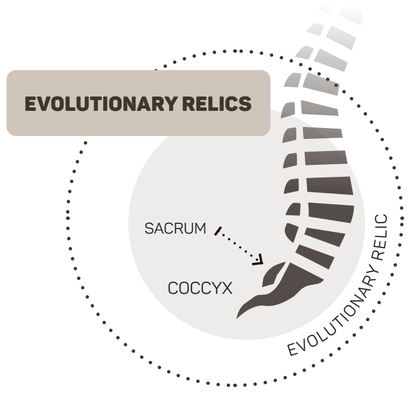


SUCCESS CRITERIA

BIG J-CURVE	EVOLUTIONARY CHANGE
High level of organizational maturity	Value long-term success & survival.
Change management capability	Focus on outcomes.
Privately held – patient capital	Define fitness criteria metrics.
Owner-managed	Measure and report progress against fitness criteria.
Managers are domain experts. They understand the changes being made and believe in them.	Use the KMM as a roadmap to reduce psychological "structural tension."
Resilient Leaders	Consulting payments partially based on progress against KMM roadmap & defined outcomes

EVOLUTIONARY CHANGE KEY ELEMENTS





SOCIAL PSYCHOLOGY

The study and science of psychology of individuals experiencing social change

STABILITY	INERTIA	INCREMENTAL	DRAMATIC
Happy people	Frustrated people	Dissatisfied people	Disrupted people
No Pressure	Distraction, Sympathy, (Group) Therapy, Limit impact to prevent dissatisfaction	Seeking slow incremental change; consequently little resistance and little anxiety	Anxiety, fear, stress, crisis
No Change	No Change	Change	Change
		Initially, normative, and not threatening to status, respect, recognition, or dignity; structural changes may emerge.	Normative change with implications for social status, respect, recognition, or dignity; or structural change to the social order or hierarchy
		Kanban	**Agile**
		Changes to "how" and "what"; emergent structural change is voluntary and is "pulled."	Changes to "who" and "why"

More Information: kmm.plus

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