

What are Kanban Cards?

Kanban cards are visual tools that track the status of work items over items over time. They provide visibility and traceability for team members, with details like title, description, owner, and status.



by Dr. Kirti Makwana

Marketing Executive To-Do List

Today	Tomorrow	This week	Next week	On Hold
Schedule social comms for client Jul 5, 2021	Run Twitter follower strategy for clients Jul 6, 2021	Create newsletter for 2 weeks time Jul 9, 2021	Write up monthly reports for all clients Jul 15, 2021	Send out weekly newsletter Jul 16, 2021
Check Google Analytics for ThinkEngine Jul 5, 2021	Ensure newsletter is sent at 4pm Jul 6, 2021	Book in a catch up call for all clients Jul 9, 2021	Prompt for Google Analytics access if not received Jul 16, 2021	Amends on social media graphics Jul 16, 2021
Build out list of competitors for PPC. Jul 5, 2021	Upload press release at 9am Jul 6, 2021	+ Complete website build Jul 16, 2021		
Run keyword research for SEO Jul 5, 2021	Write up latest updates blog Jul 6, 2021			
Make amends on landing page Jul 5, 2021	Write up all meta data for SEO Jul 6, 2021			

ThinkEngine
Digital Direction

Origins in Lean Manufacturing

1

Toyota Production System

Kanban cards were first used by Taiichi Ohno at Toyota to create a demand-driven system, laying the groundwork for Just-In-Time and lean manufacturing.

2

Physical Artifacts

Kanban cards evolved into physical cards that traced the status of work items, inspiring their use in software and service teams.

Toyota Production System

The Toyota Production System (TPS) is an early form of lean manufacturing created by auto-manufacturer Toyota. Created by the Toyota Motor Corporation in the 1940s and 50s, the Toyota Production System seeks to manufacture vehicles ordered by customers most quickly and efficiently possible.



FourWeekMBA

Components of a Kanban Card

Title

A concise summary of the work item.

Description

Detailed information about the task or feature.

Owner

The person responsible for completing the work.

The screenshot shows the 'Create request' interface in Jira Service Desk. On the left, a sidebar lists request types: Change request, Employee offboarding, Employee onboarding (selected), Questions for HR, and Add request type. The main area is titled 'Customer portal fields' and displays seven fields: Summary (What is the employee name? REQUIRED), Due date (What date does the employee... REQUIRED), Where is the employee located? (REQUIRED), What is the employment type? (REQUIRED), What is the employee job title? (REQUIRED), Who is the employee manager? (REQUIRED), and Description (What software or hardware ... REQUIRED). To the right, there are sections for 'PREVIOUSLY-CREATED FIELDS' (Time stamp, Labels, Dropdown, Checkbox, People) and 'Component' (Time tracking).

Time stamp	Labels	Dropdown
<input checked="" type="checkbox"/>		

Checkbox	People

PREVIOUSLY-CREATED FIELDS

Reuse fields from your other request types. Or, add a field created by Jira Service Desk or a third-party app.

Time tracking

Component

Creating Kanban Cards

1

Service Desk Software

Customers can create kanban cards for the team to work on.

2

Planning Meetings

Teams can create their own kanban cards during planning sessions.

Kanban Principles

Visualize Workflow

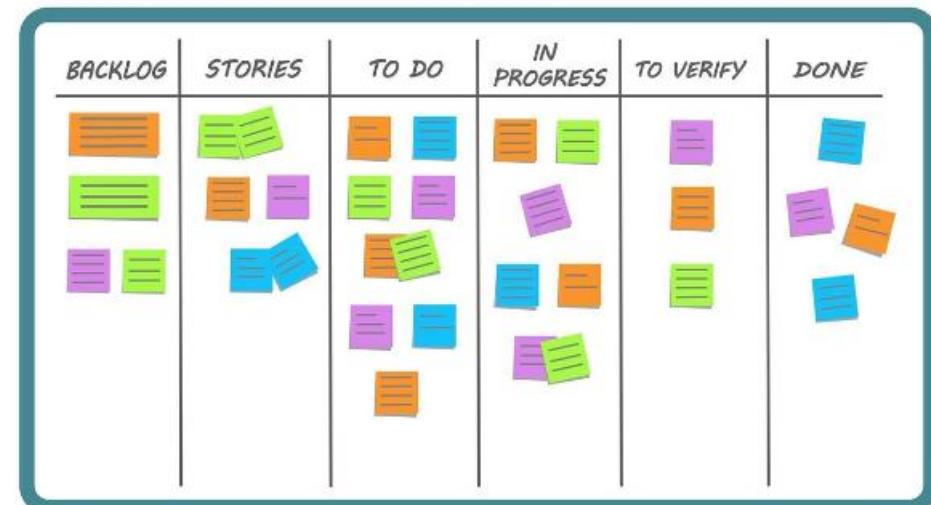
Kanban cards make the work process transparent.

Limit Work in Progress

Kanban sets limits on how much work can be done at once.

Manage Flow

Kanban optimizes the flow of work through the system.



Sizing Kanban Cards



Small

1

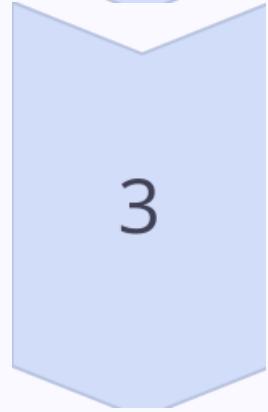
Cards represent 1-2 days of work.



Medium

2

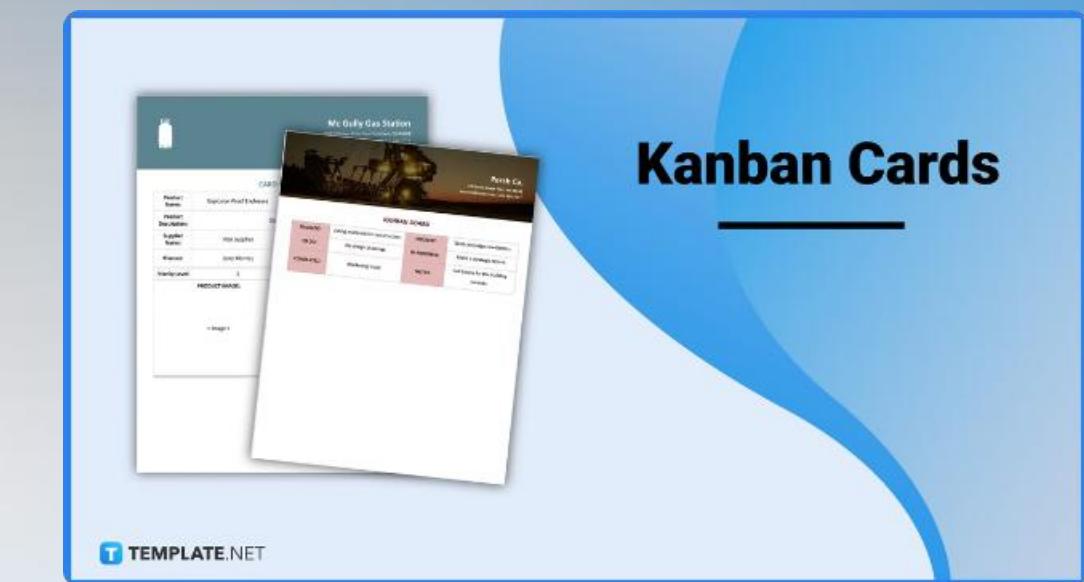
Cards represent 3-5 days of work.

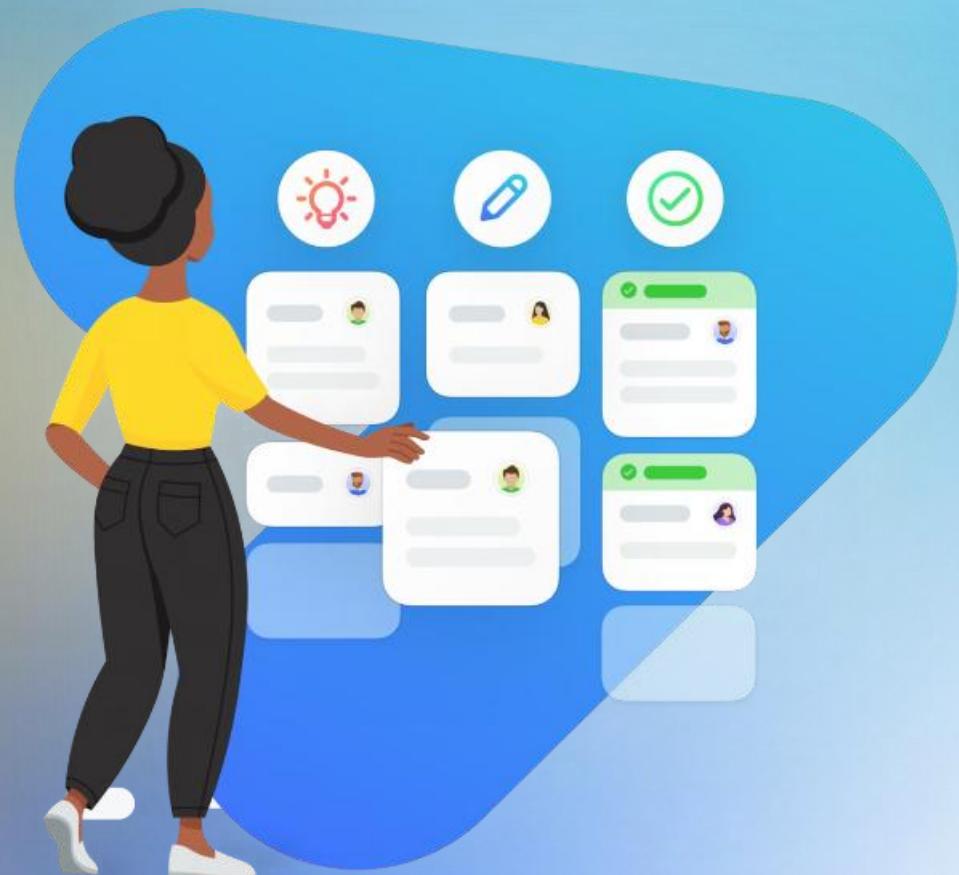


Large

3

Cards represent more than 5 days of work.





Benefits of Kanban Cards



Visibility

Kanban cards provide transparency into the work process.



Traceability

Kanban cards track the status of work items over time.



Efficiency

Kanban cards help optimize workflow and reduce waste.



Kanban in Software Development

Visualize Workflow

Kanban boards show the flow of work through each stage.

Limit Work in Progress

Kanban sets limits to avoid overloading the team.

Measure Cycle Time

Kanban tracks how long it takes to complete work items.

Kanban in Service Management

The screenshot shows a Kanban board titled "All Requests" with four columns: Closed, On Hold, Received, and Open. Each column has a count of 4, 3, 4, and 12 respectively. The "Received" column is currently selected. The board displays various service requests from different users, each with a unique ID, description, due date, and status. A sidebar on the left provides navigation links for Home, Requests, Incidents, Changes, Problems, Revisions, Service Catalog, Assets, Reports, and More.

This screenshot is identical to the one above, showing the same Kanban board for "All Requests". The "Received" column is selected, displaying 4 requests. The requests include items like "Please provide me an account in Zoho CRM", "Adobe Illustrator error", and "VPN failing to connect". The sidebar on the left is also visible.

The screenshot shows a "Product Roadmap" interface. It features a grid with four columns labeled "Current", "Near Term", "Future", and "Wishlist". Each column contains several colored bars representing different projects or tasks. The "Current" column has two blue bars, one orange bar, and one red bar. The "Near Term" column has one red bar and one blue bar. The "Future" column has one blue bar, one red bar, and one orange bar. The "Wishlist" column has one blue bar and one orange bar. The overall design is clean and modern, using a light gray background and rounded corners for the cards.

Service Desk

Kanban cards help service teams manage incoming requests.

IT Support

Kanban visualizes the flow of IT support tickets.

Customer Service

Kanban improves visibility and responsiveness for customers.

Start Using Kanban Today

Today

1

Jira Kanban Template

Get started with a free Kanban project in Jira.

2

Kanban Training

Learn more about Kanban principles and best practices.

3

Kanban Community

Connect with other Kanban practitioners for support.

