

Step - 5: Use Models To Recognise Opportunities for Improvement

Now we are going to think about how we can use models to improve. There are many models but I have shown you the theory of constraints (TOC):

Would you use the TOC model for your business?

Look at your Kanban board. Where do you see bottlenecks/constraints arising?

What kind of problems would cause these constraints? E.g.

- *people problems (eg. resistance to using Kanban)*
- *processes (eg. no process for dealing with complaints)*
- *equipment (eg. not enough PCs for all staff)*
- *policies (eg. too many meetings and no limit to them)*

How would you solve these problems in your business

Paul VII.

P.S. I recommend using a retrospective meeting such as that I describe in the Scrum section to draw out any issues : -)