

Step - 3: Measure Your Flow

Measuring Flow

Now we are going to see how well your team(s) are flowing.

Tasks on your board can be divided into different “classes”. For example in the software world we have:

- defects
- stories
- coding tasks

In sales there may be:

- follow up calls
- courtesy calls
- etc.

Based on these classes for your business, you can decide on an acceptable cycle time with the organisation. Pick one class:

What is, the ideal average cycle time (usually a number of days or hours) required to deliver this class of tasks?

What is the actual average cycle time for this class of tasks?

Using Littles Law (Throughput = Work In Progress / Cycle Time) what is your throughput for each class?

By adjusting WIP you can affect throughput. Ideally we want a low Cycle Time to get a high throughput.

If anything does not make sense, go back to the previous lecture.

We will come back to how we use models to improve throughput and flow : -)

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