**Learning Objectives:**

* What is Kanban. Understand its roots, the principles and the practices.
* How to visualise work, identifying dysfunctions and issues.
* Balancing demand and capacity.
* How to work with shifting priorities
* How to deal with interrupt work and multi-tasking
* Adopting a service oriented mindset.
* Using metrics and charts to improve process and delivery
* Selecting what to start, what to postpone and what to drop. Managing risk.
* Identifying Classes of Services and defining Service Level Agreements
* Starting with Kanban: STATIK
* Kanban at different scale: at team level, multiple teams, multiple projects, etc.

LeanKit Slide Deck

Source

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