

Kanban Cheat Sheet

Kanban method visualizes invisible knowledge work and how it moves through a workflow.

Kanban is a method to manage work. It is not a standalone methodology or framework, instead it is used in addition to the existing way of working.

Kanban Change Management Principles:

1. Start with what you do know
2. Agree to pursue improvement through evolutionary change
3. Encourage acts of leadership at all levels

Kanban Service Delivery Principles:

1. Understand and focus on customer needs/expectations.
2. Manage the work and let the workers self-organize.
3. Regularly review the network and its policies to improve outcomes.

General Kanban Practices

Visualization

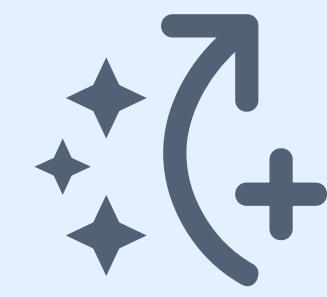
Show the work and its flow, highlight risks, build a model that reflects how you work.
Tool – Kanban board.

Limit WIP

Only allow a certain number of items to be worked on at a time. Complete started tasks before new ones are taken on. Use - WIP limits.

Manage Flow

Ensure the flow of work is smooth and predictable, while maintaining a sustainable pace. Monitor - Lead and Cycle time.



Kanban Cadences

A recommended set of meetings that the team should hold regularly to ease the flow of information through the company. All Kanban Cadences can be held as a part of already existing meetings.

Make Policies Explicit

Policies should be clear and visible to everyone involved. They should also be easy to understand and follow.

Establish Feedback Loops

Foster collaboration, learning and improvement at a regular pace. Use - Kanban Cadences

Improve Collaboratively, Evolve Experimentally

Utilize the scientific method, hypothesis-driven change and safe to fail experiments.

1. **Daily Standup meeting** - to quickly review what is going on.
2. **Weekly Replenishment/Commitments meeting** - to fill up the backlog with new items.
3. **Bi-weekly Service delivery review** - to present progress to client and gather feedback.
4. **Delivery planning meeting** - to plan out what has to be done during the next delivery cycle.
5. **Monthly Risk Review** - to identify what could impact the team's performance and how to fix it.
6. **Bi-monthly Operations review** - to review the process and identify possibilities for improvement.
7. **Quarterly Strategy review** - to set the course for the company.

Kanban Tools

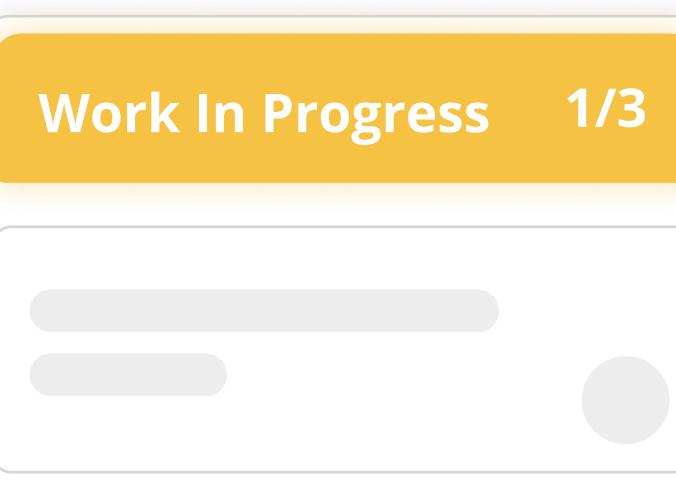
Kanban Board

A tool used to visualize the team's process and work items. Unique to each team and created using the STATIK approach:

1. Identify sources of dissatisfaction
2. Analyze demand
3. Analyze system capabilities
4. Model the workflow
5. Identify classes of service
6. Design the Kanban system

Limit WIP

Defines how many work items can be worked on at a time. Promotes finishing work before new items are started.



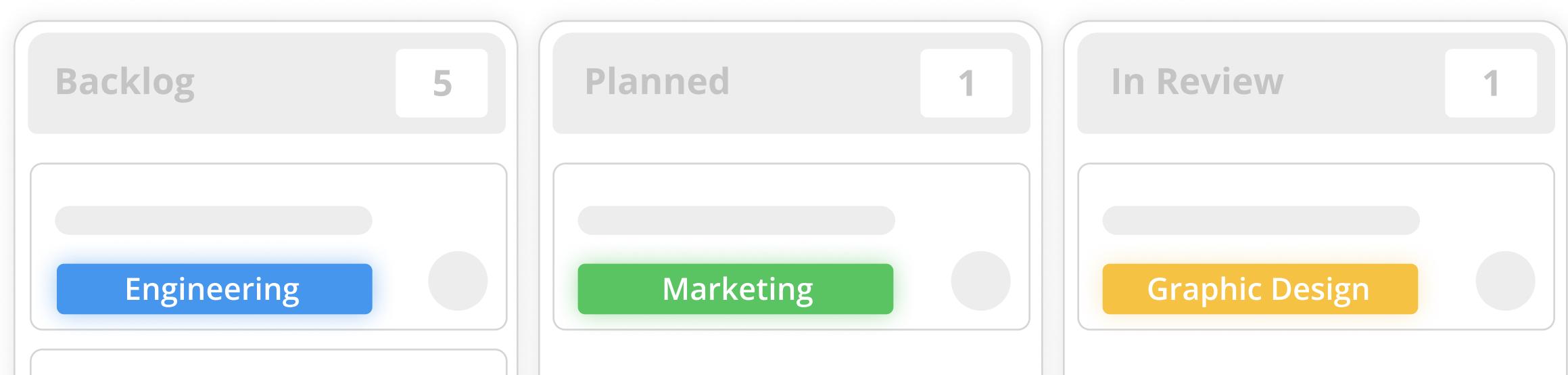
Lead & Cycle time

Measures the total time the team took to finish a work item from the initial request (lead time) or from the start of working (cycle time).



Classes of Service

Categorization of work items to have more control of what gets done faster. Common examples – categorizing by work type and by urgency.



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