



BOP Experiments Showcase

February 2020



FARFETCH



Agenda

1. Welcome
2. Obeya as a Continuous Improvement Tool
3. Keep the Challenge





Experimentation

What is it?

- Analyze actual **context**;
- Define a goal (**success criteria**);
- List the actions to achieve the goal (**hypothesis**);

Experimentation Purpose:

- Empirically Improve/Mitigate everyday problems
- **LEARN**

Experiment Template



OBEYA as a Continuous Improvement Tool

Product Master Data & Product Availability and Inventory



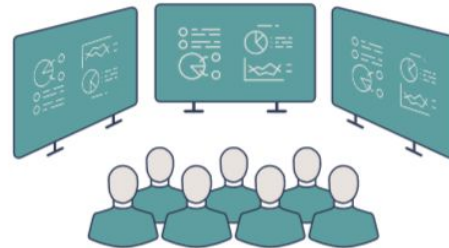
Context

Obeya

- Japanese word for “Big Room” or “War Room”

Origin

- Toyota in the ‘90s
- Managers of Prius Project
- Teams collaborate and solve problems



Summary

- Great success at Toyota
- Quickly disseminated/adopted in other companies
- Today: Powerful tool to improve team spirit

OBEYA

"Obeya is not a Dashboard, it's a tool to promote organized collaboration and communication on continuous improvement"

Obeya Title: **Product (PAI & PMD) Obeya Wall**

Owners: Patricia Oliveira, Hugo Rocha, Carla Ramos, Alberto Mendes, Joel Silva

Last Updated: July 2020

1) Start with "Why"

- Collaborative analysis of people concerns
 - Increase transparency
 - Accelerate communication
 - Encourage engagement and commitment
 - Accelerate decision-making and daily problems solving
- Focus on Continuous Improvement



Golden Tip: People don't buy what you do, they buy why you do it.

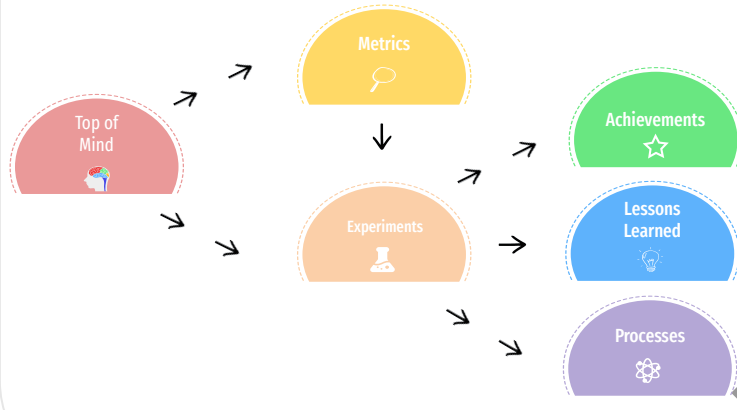
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- People Concerns
- Metrics and Insights
- Experiments
- Create Trust and Safe Space



Golden Tip: Start Small and remember what is really important.

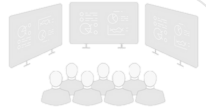
3) Building



Golden Tip: Start with what you have now, there is no best or final Obeya.

4) Join People and let's talk about it

- Involve all the community (Individual Contributors, Leads, Managers, Head):
 - Engineering
 - Product
 - Agile Coaches
 - Other people related to the main concerns
- Schedule Periodic Ceremonies (monthly)
- Create an structured sessions (clear agenda)
- Visual information should be shared (transparent)



Golden Tip: Remember, a tool is as good as the communication it generates.

5) Action / Experimentation

- Create workgroups around improvement opportunities identified before
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- Continuously share progress, ask for feedback
- Use Experiments Output to evolve the Obeya structure



Golden Tip: Do not be afraid of failing, it's an essential part of learning and evolving.

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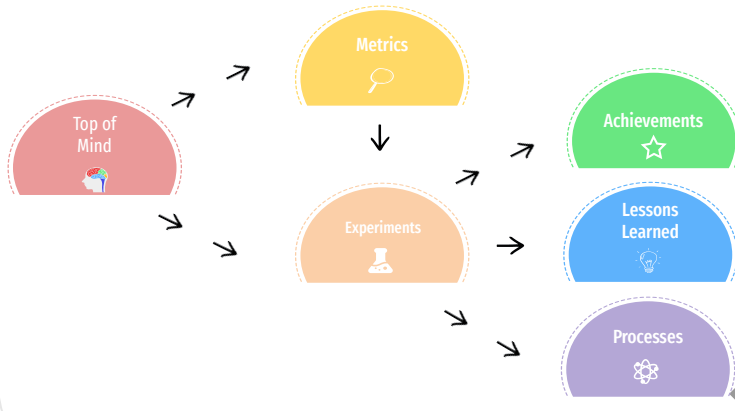
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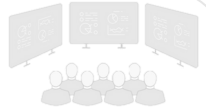
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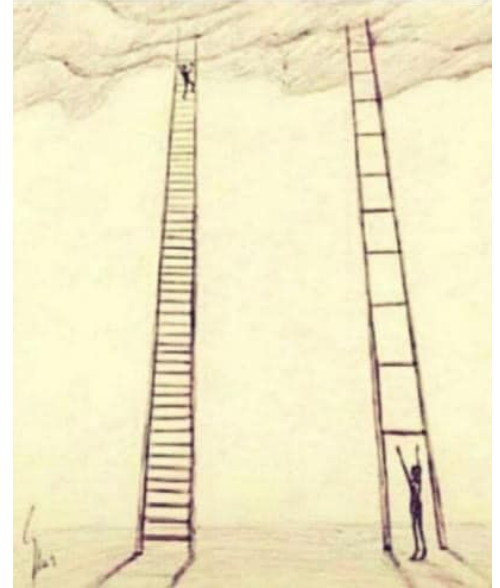
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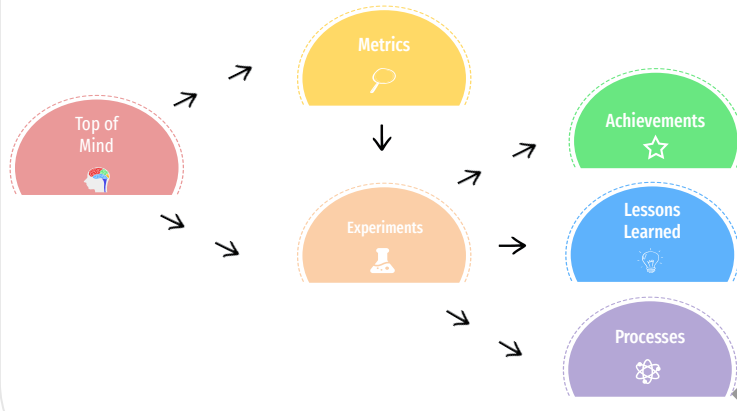
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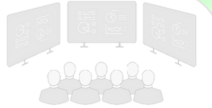
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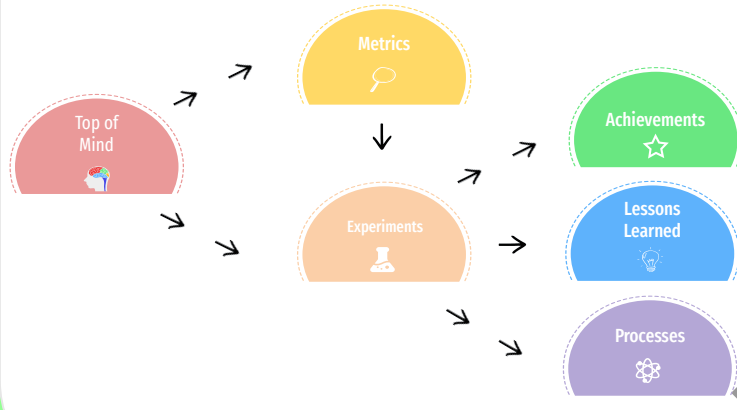
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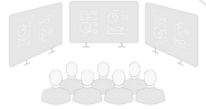
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3) Building Obeya Board / Wall

- Top of Mind
- Experiments
- Metrics
- Achievements
- Lessons Learned
- Processes



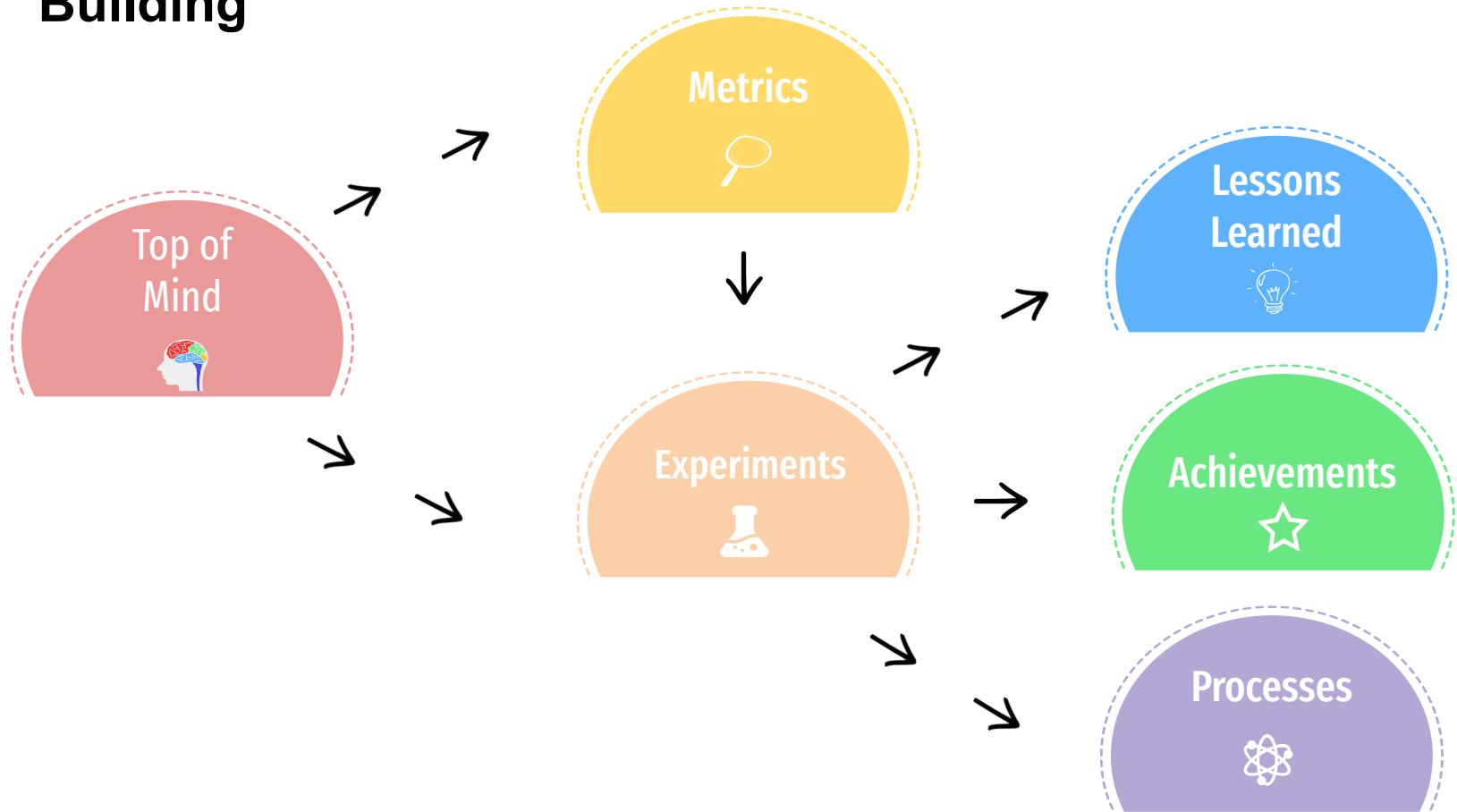
Product Obeya Board

Agenda

1. Welcome
2. Business as Usual
 - a. Infrastructure Costs
 - b. Base Indicators
 - c. Incident Management Results
 - d. Problems Management
3. Experiments
 - a. Code Reviews Improvements
 - b. Define Initiatives success metrics
 - c. Pipeline 2.0 Improvements
 - d. Proactive Monitoring Improvements
4. Top of Mind
5. Keep the Challenge

Left - First version of Product Obeya Board; **Right** - Actual version of Product Obeya Board Agenda;

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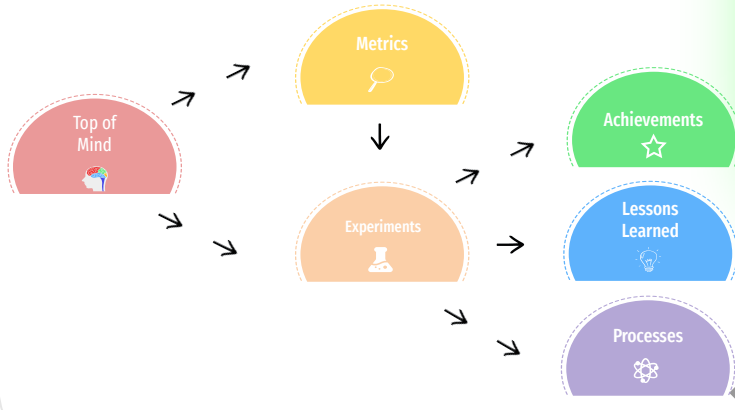
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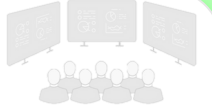
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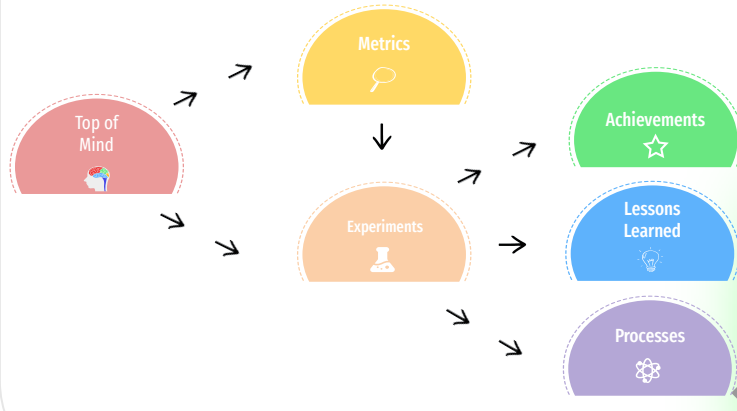
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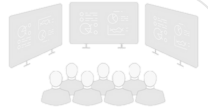
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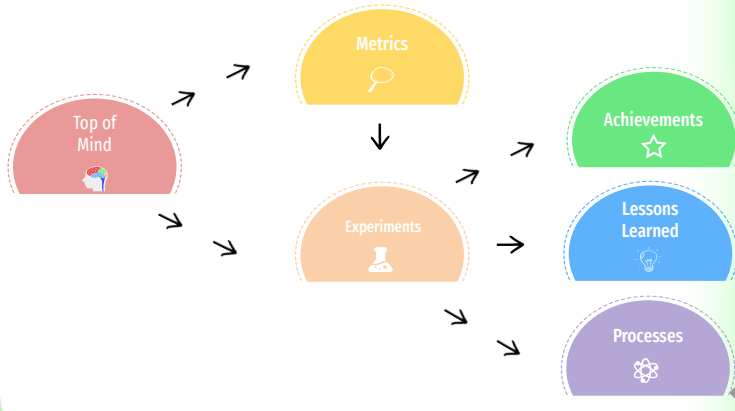
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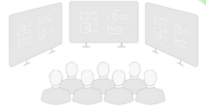
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Conclusion

- Obeya it's great to
 - talk about what's going on
 - create new ways of doing things, **TODOS JUNTOS**
 - raises awareness of team concerns
 - call to action for people who benefit from the necessary knowledge and power
 - create a collaborative environment and generate action



- There is no just One Way

JUST DO IT.


- OBEYA is now a PROCESS implemented in PAI & PMD clusters



Q&A

Keep the Challenge!

WE NEED YOU!



BOP Showcase Process

- Add new initiatives in [this trello](#)
- Vote on the ones you'd like to know about
- The most voted initiatives get 10 minutes to be presented
- Monthly presentation made BY YOU and FOR YOU

Thank you!



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