

# Flow Thinking

Håkan Forss

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@hakanforss

<http://hakanforss.wordpress.com/>

**avega** group

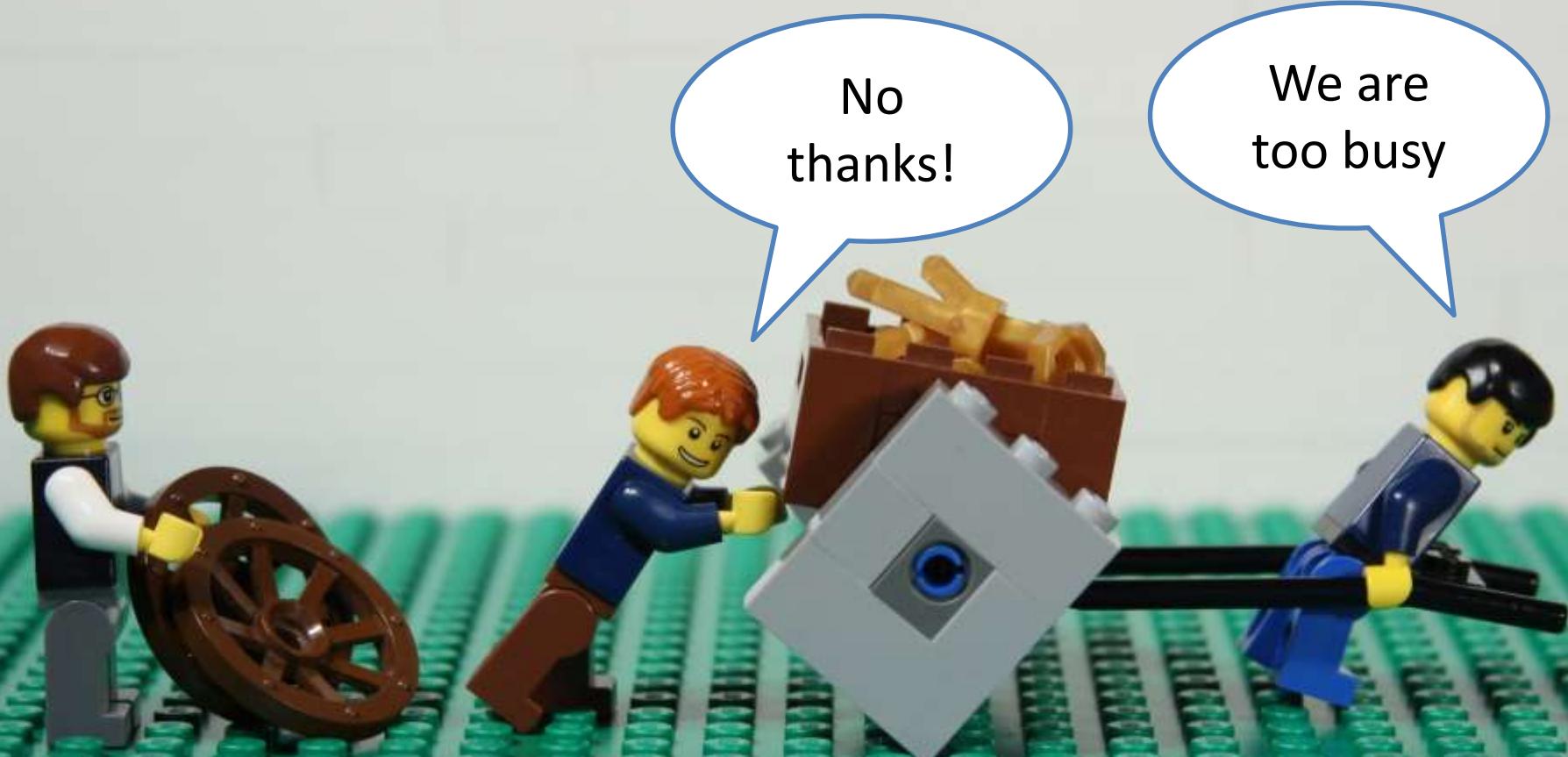


**ACE!**

**Conference**

on Lean and Agile best practices

# Are you too busy to improve?



Håkan Forss @hakanforss <http://hakanforss.wordpress.com>

This illustration is inspired by and in part derived from the work by Scott Simmerman, "The Square Wheels Guy" <http://www.performancemanagementcompany.com/>

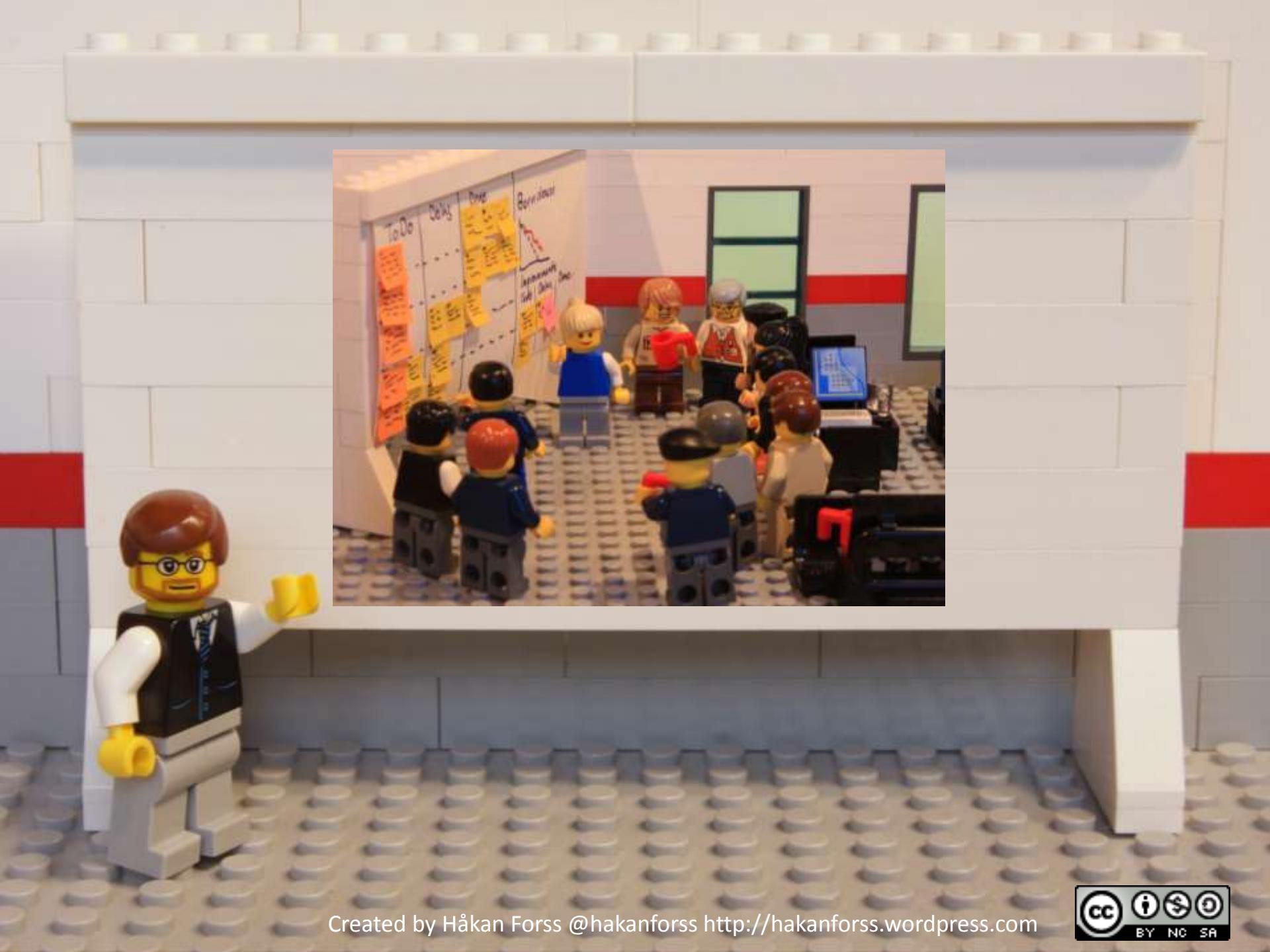


# Håkan Forss Lean/Agile Coach

**aveqa** group

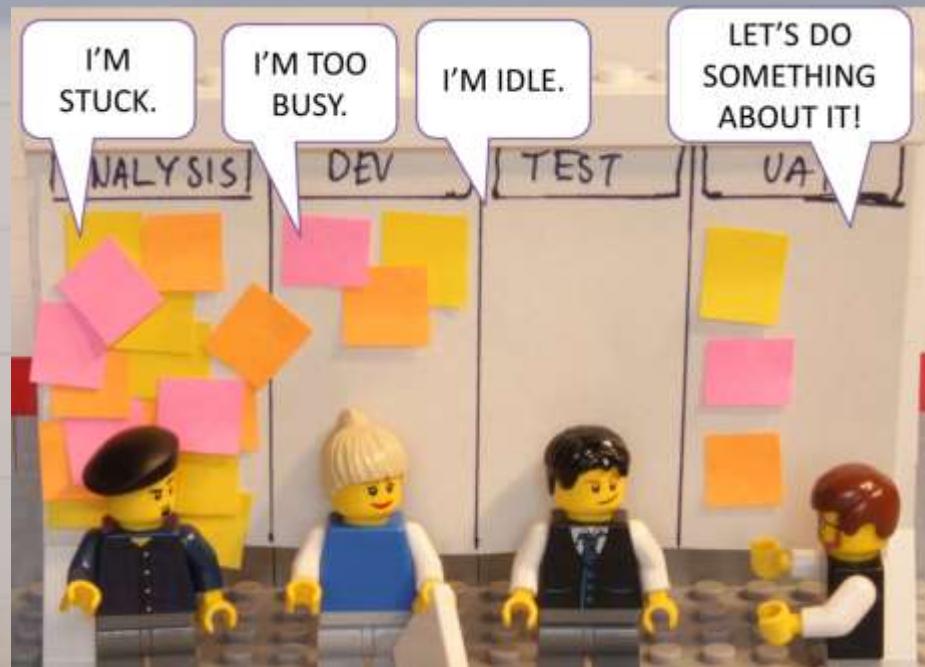


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 Non value adding: Wait time

 Non value adding: Required waste

 Value adding: Actual demand

 Support team responds



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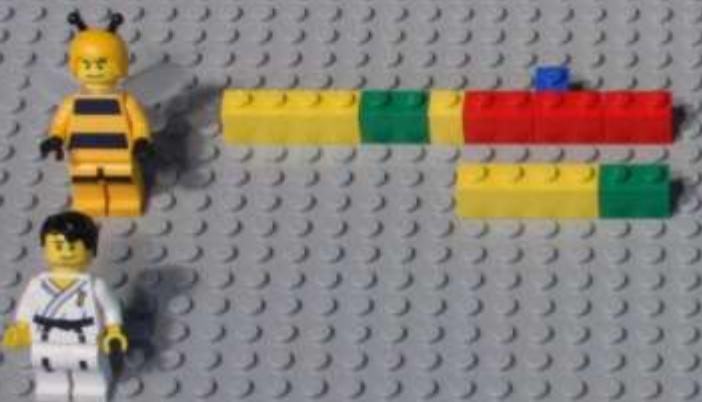


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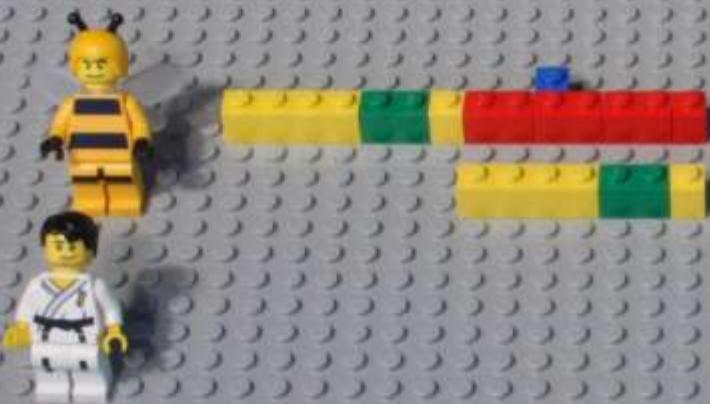


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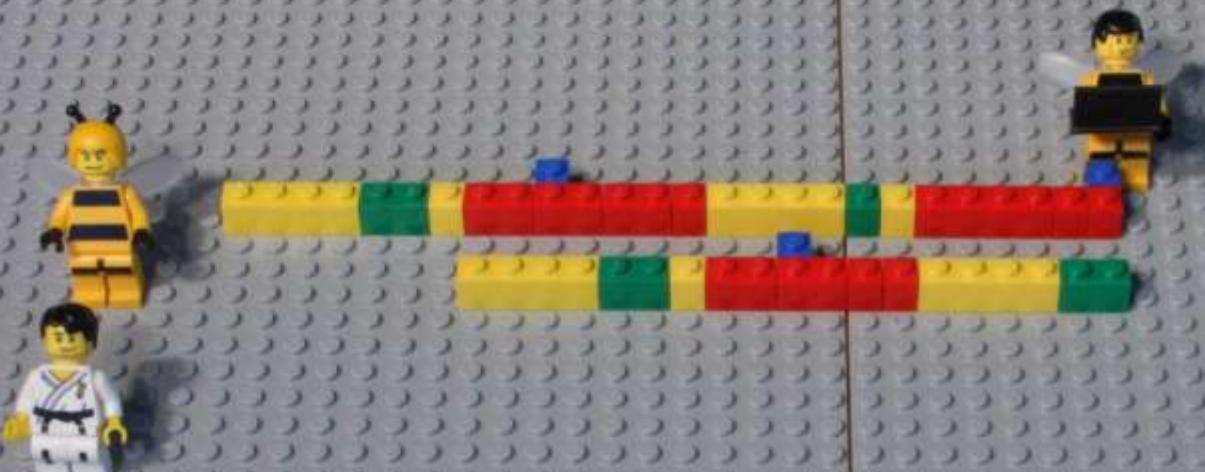


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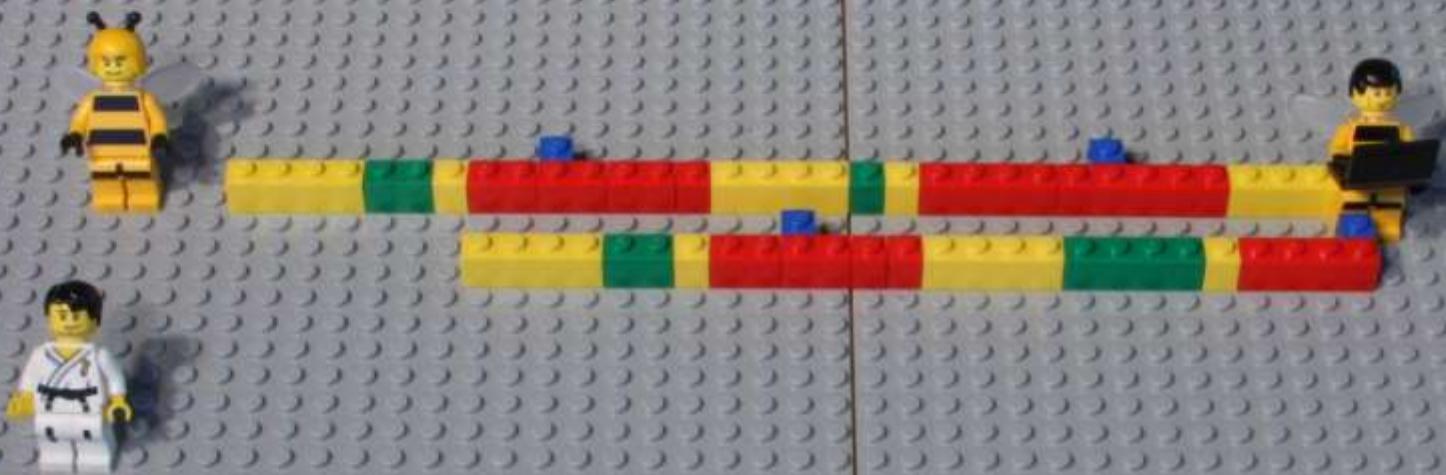


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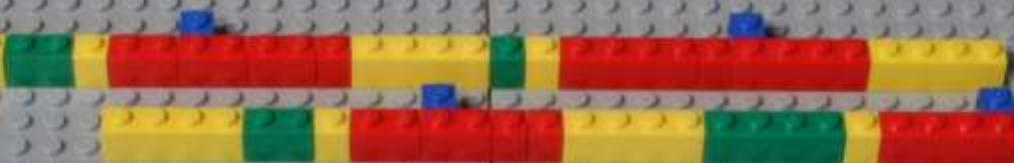


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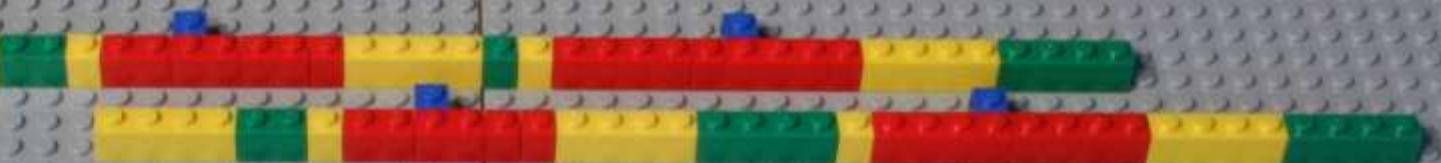


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 Support team responds

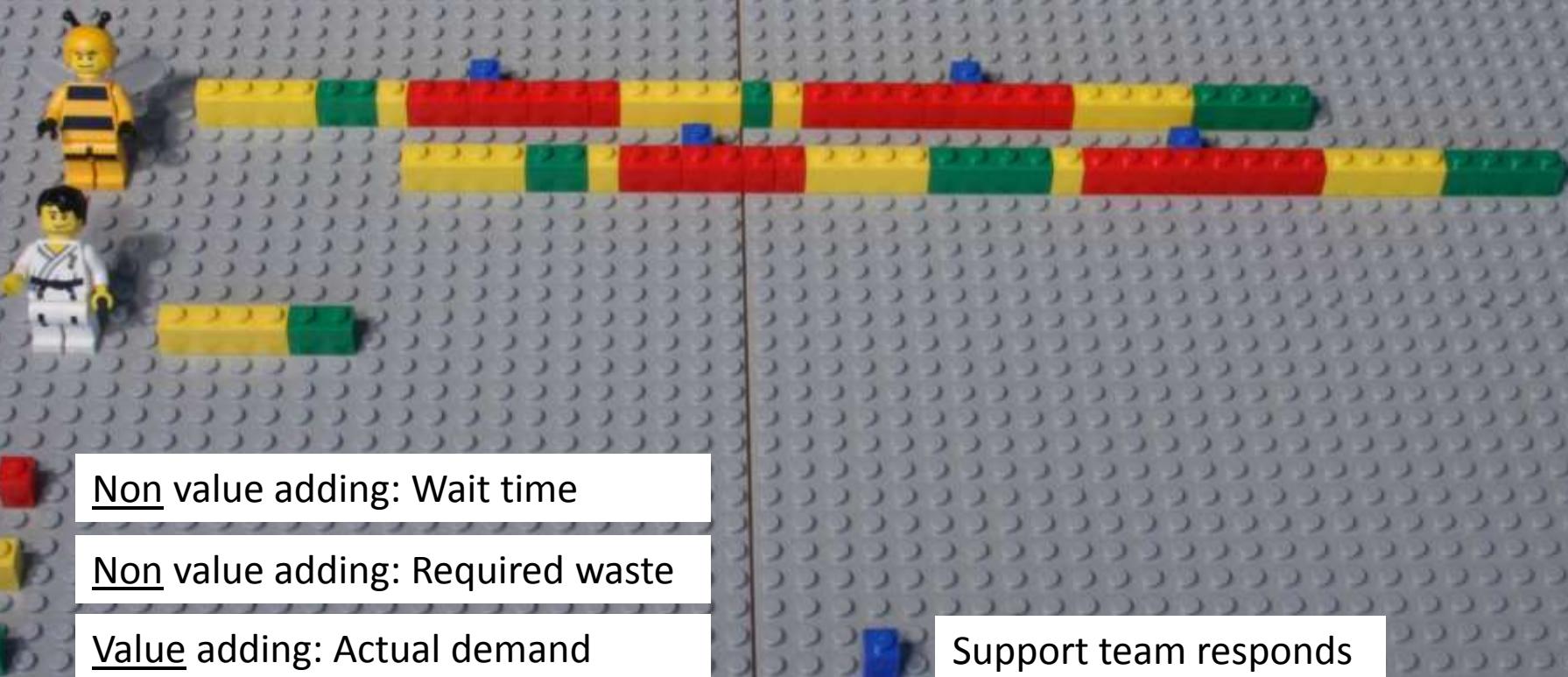


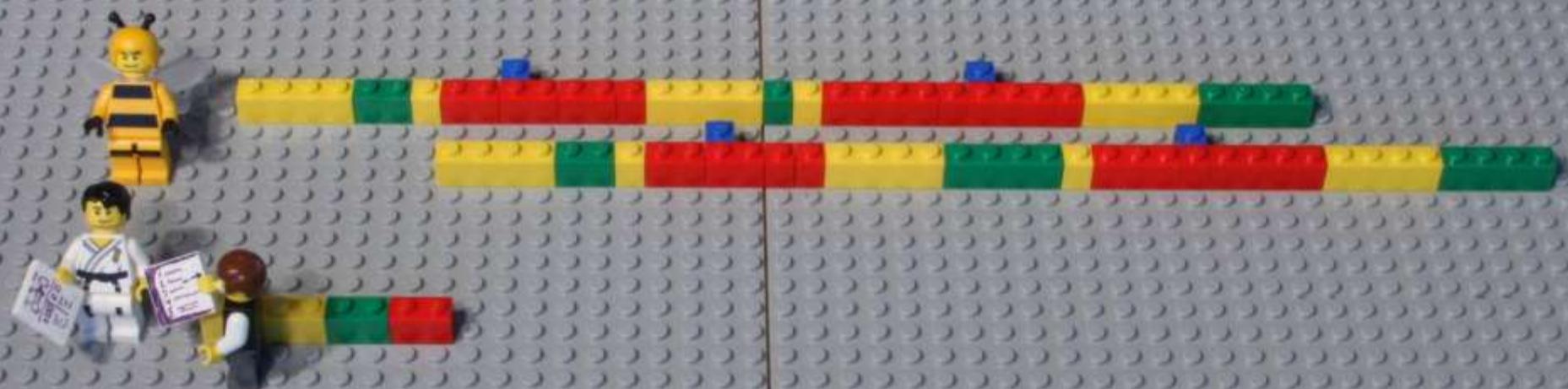
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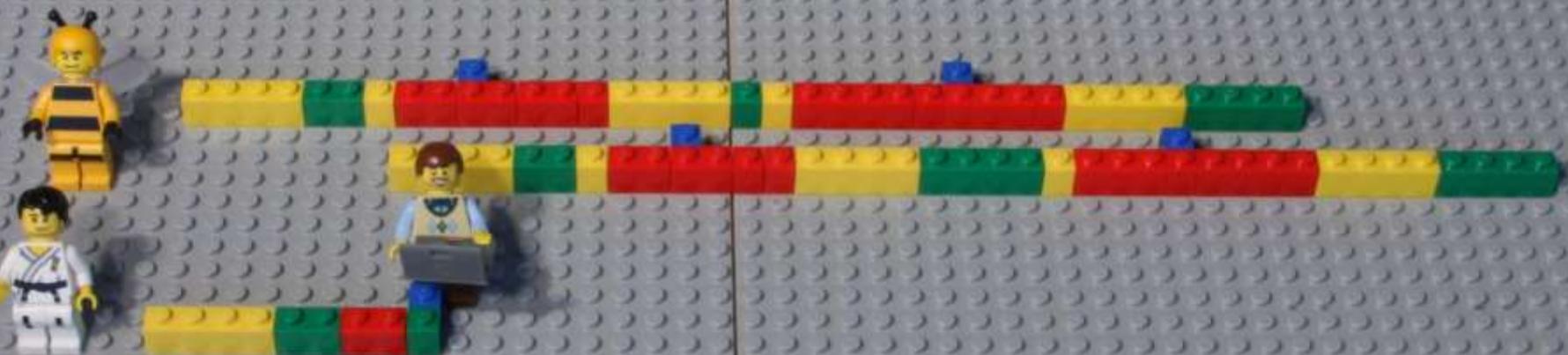


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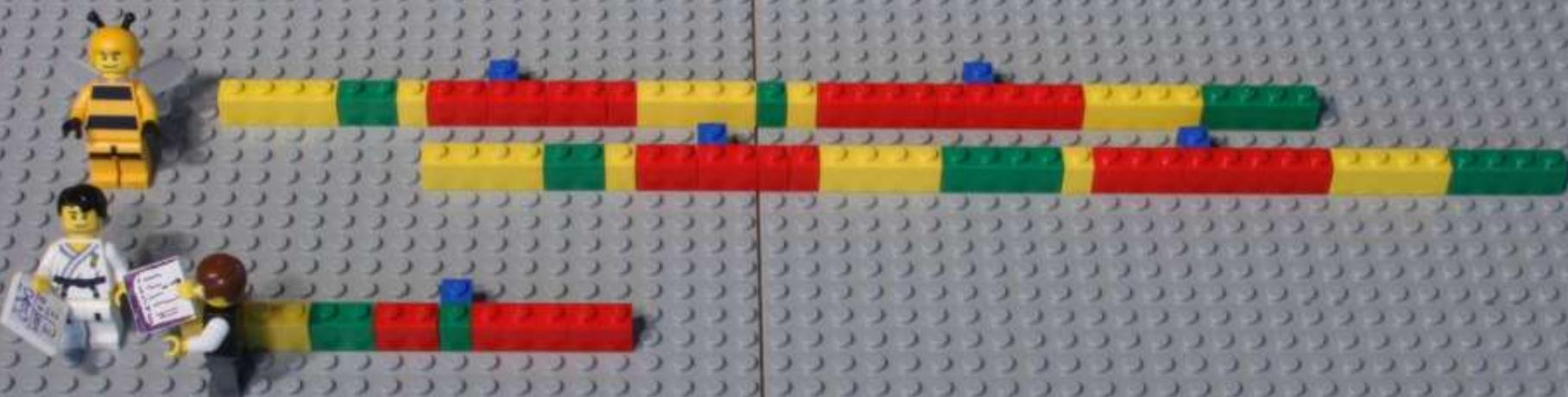
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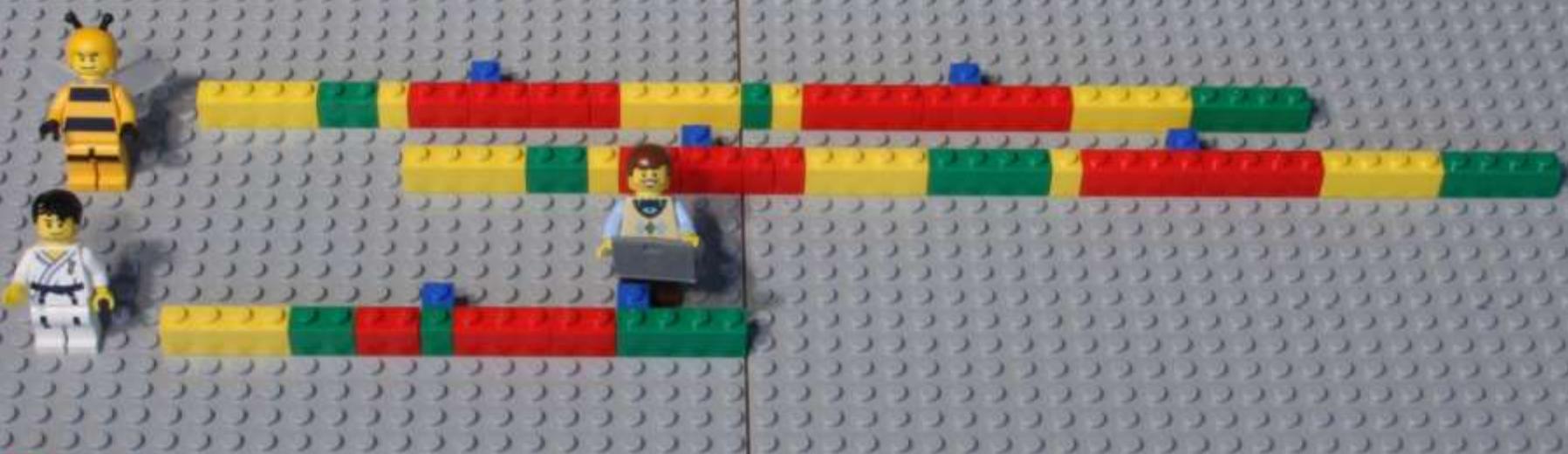


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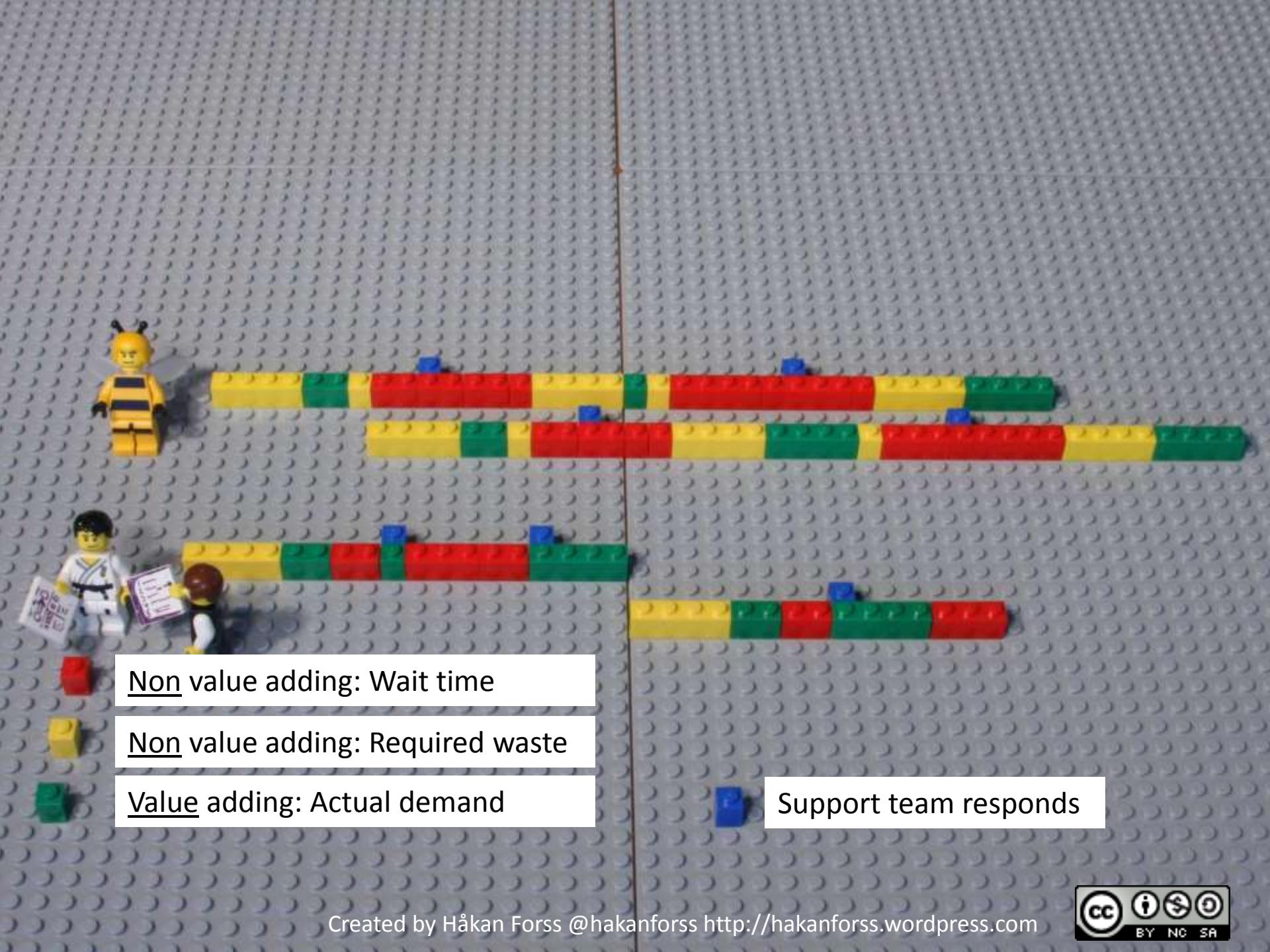


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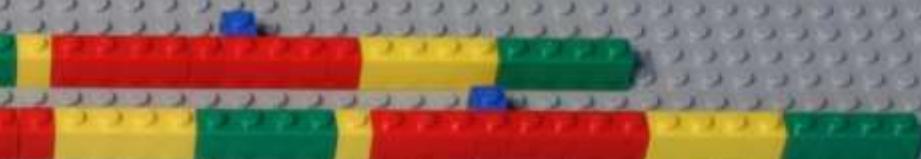
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Support team responds



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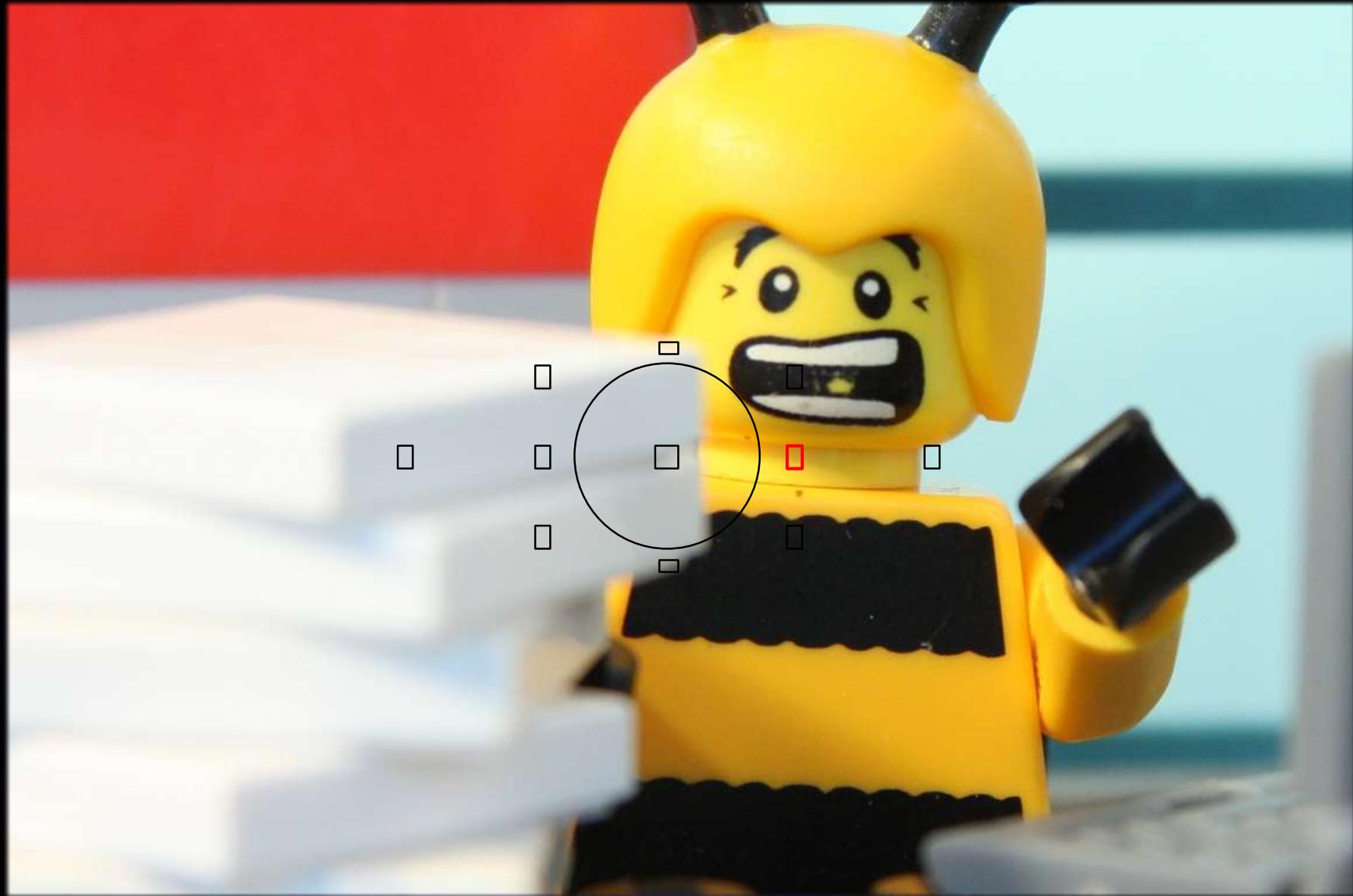
**“A bad system will beat a  
good person every time.”**

❖ W. Edwards Deming



We need to  
**Shift our focus**





320

6.3

1/3.2s

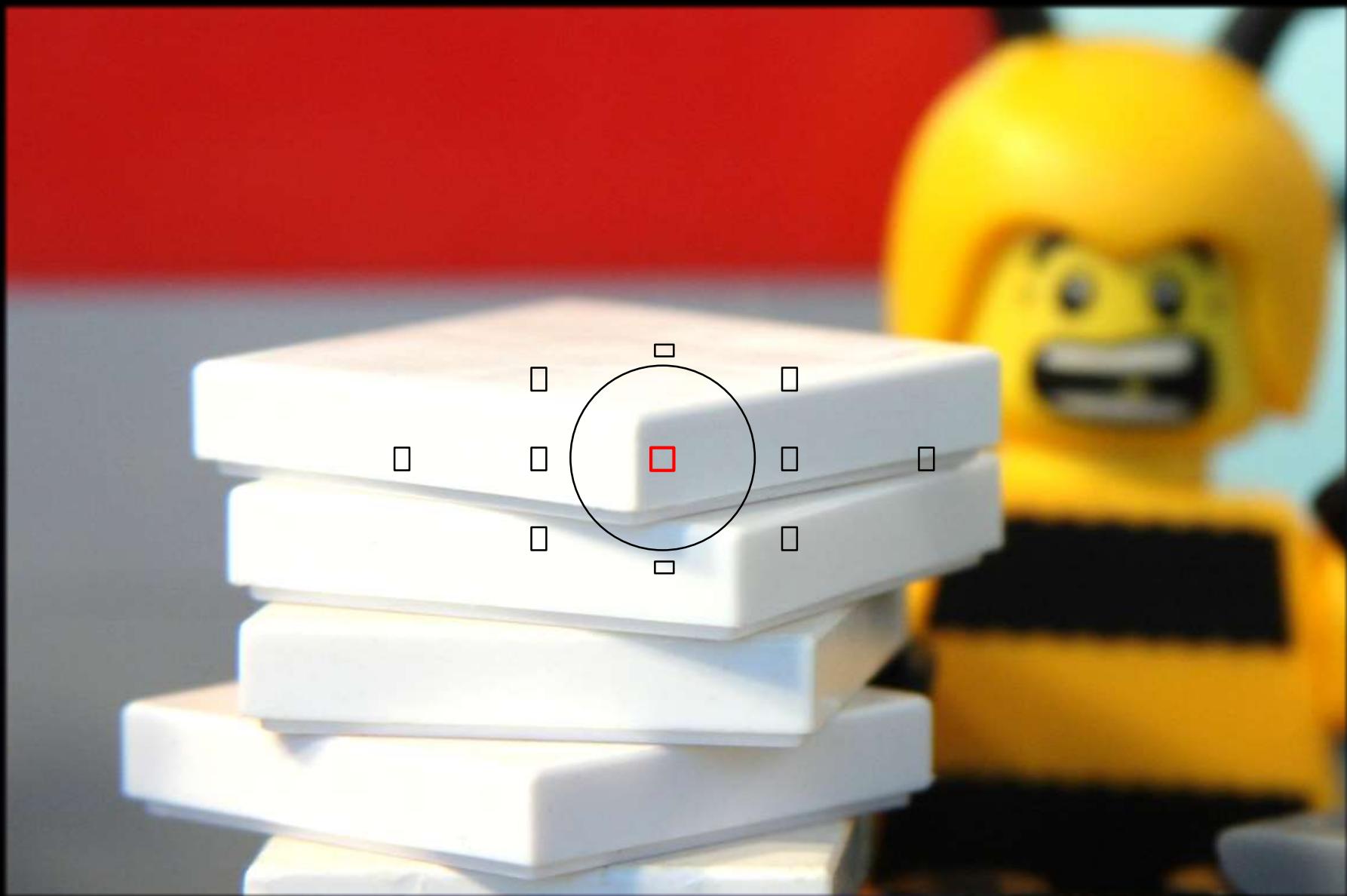
f/1.2

2.33

ISO 25600( 6)

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320

6.3

1/320

ISO 25600

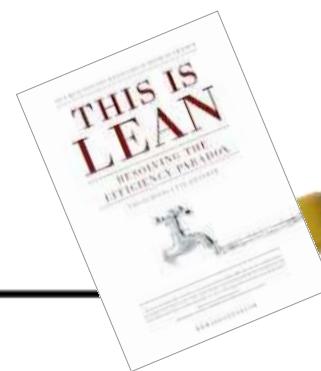
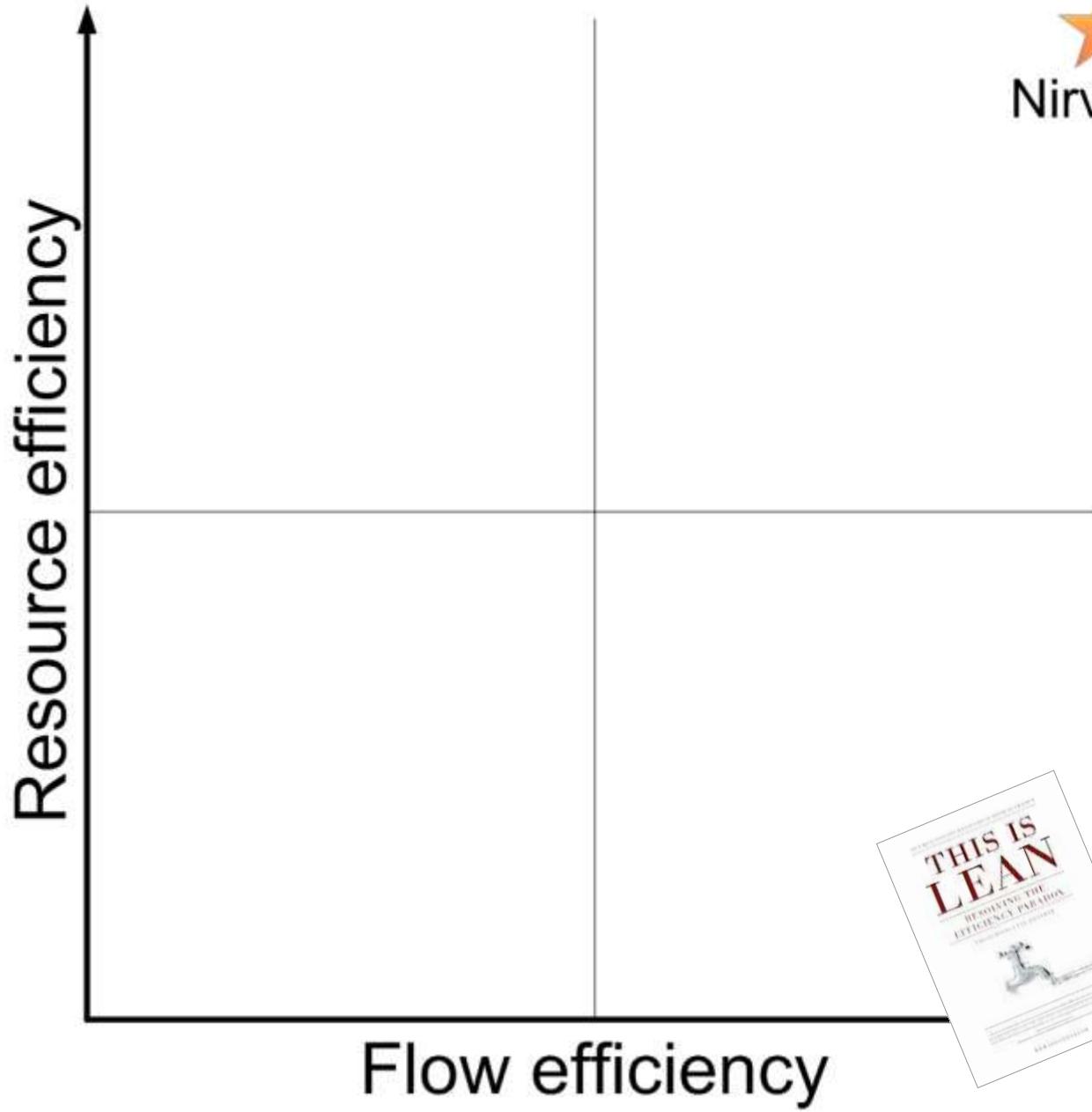
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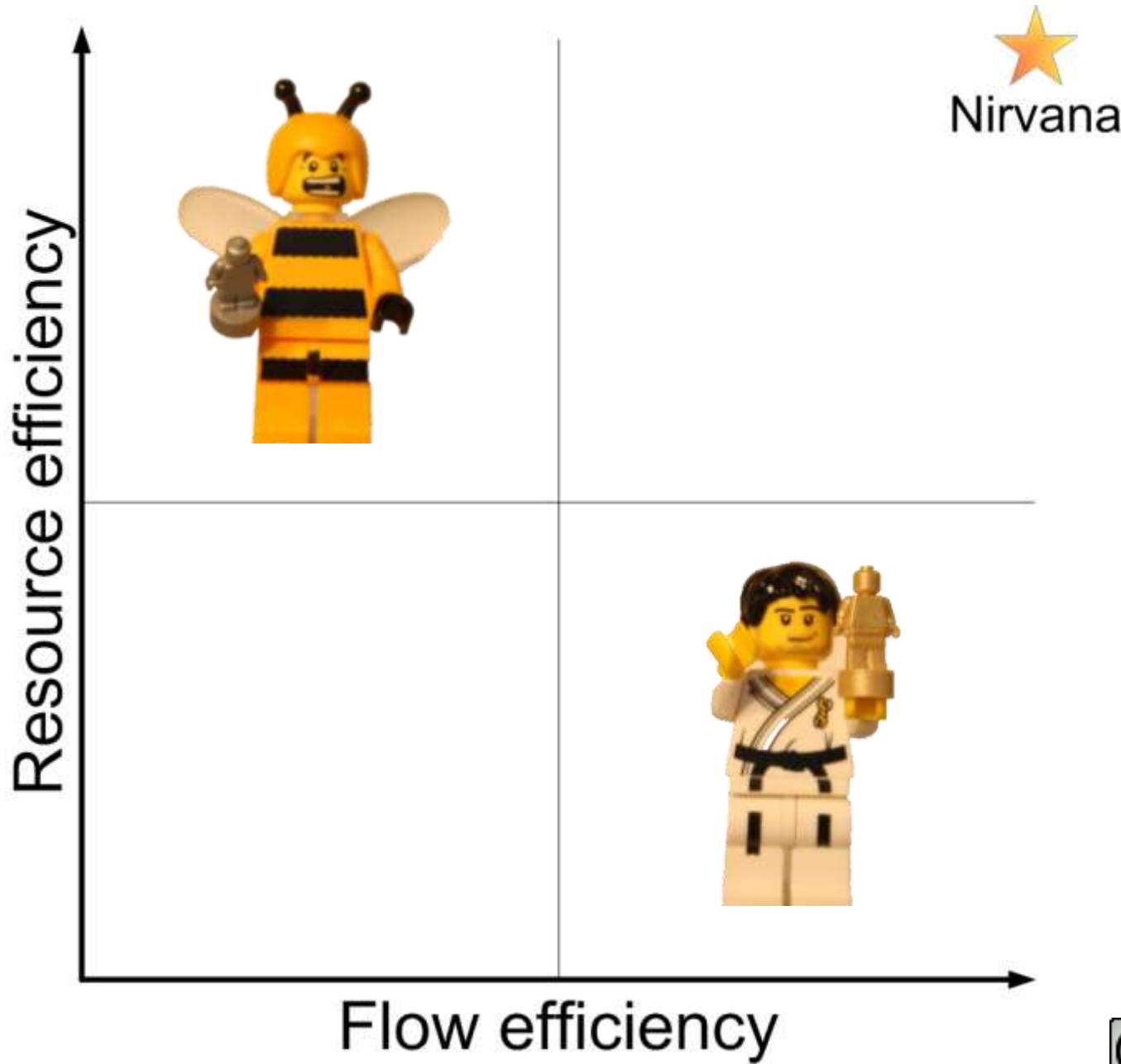




Nirvana

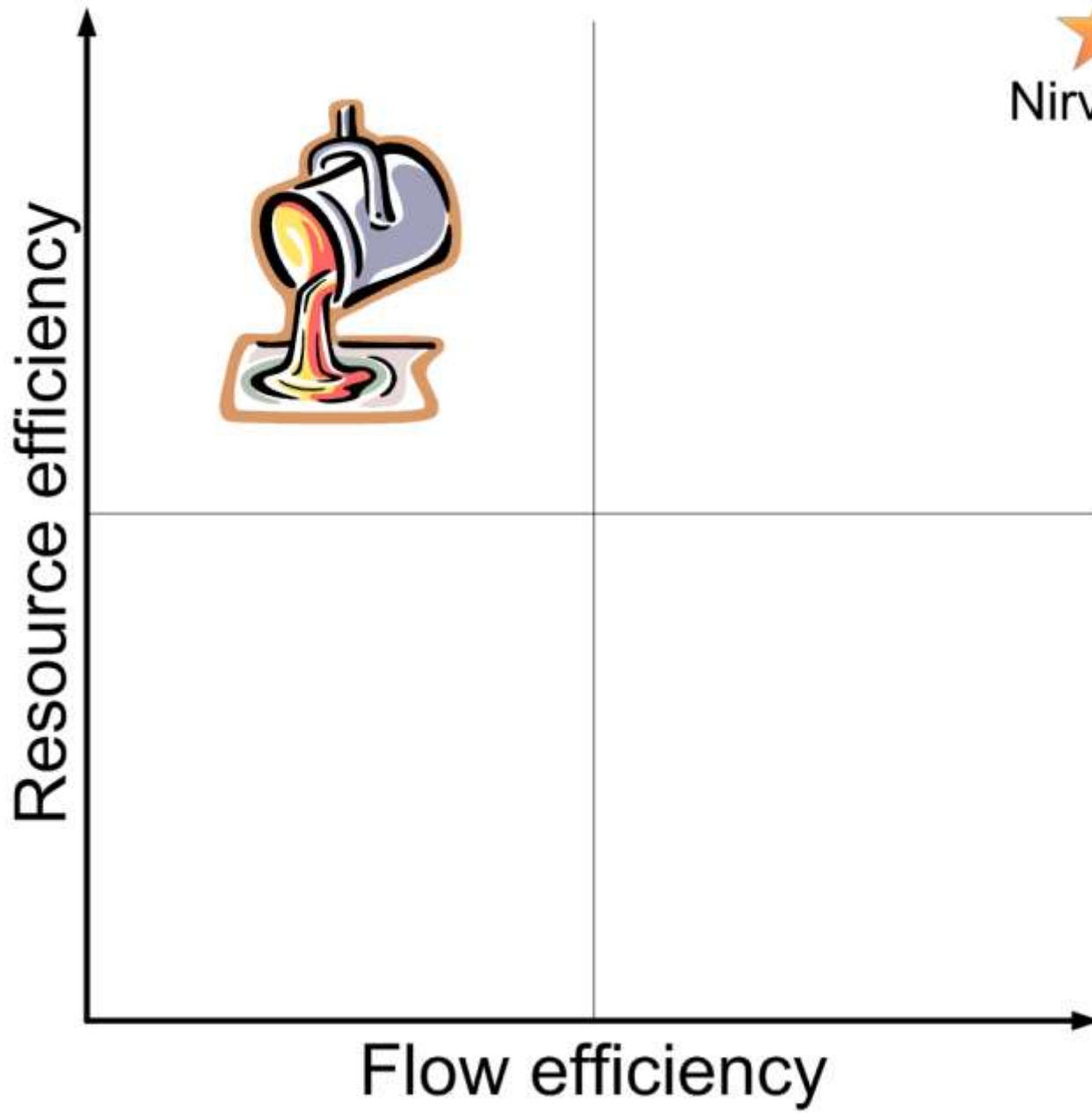


Model from "This is Lean" by Niklas Modig & Pär Åhlström



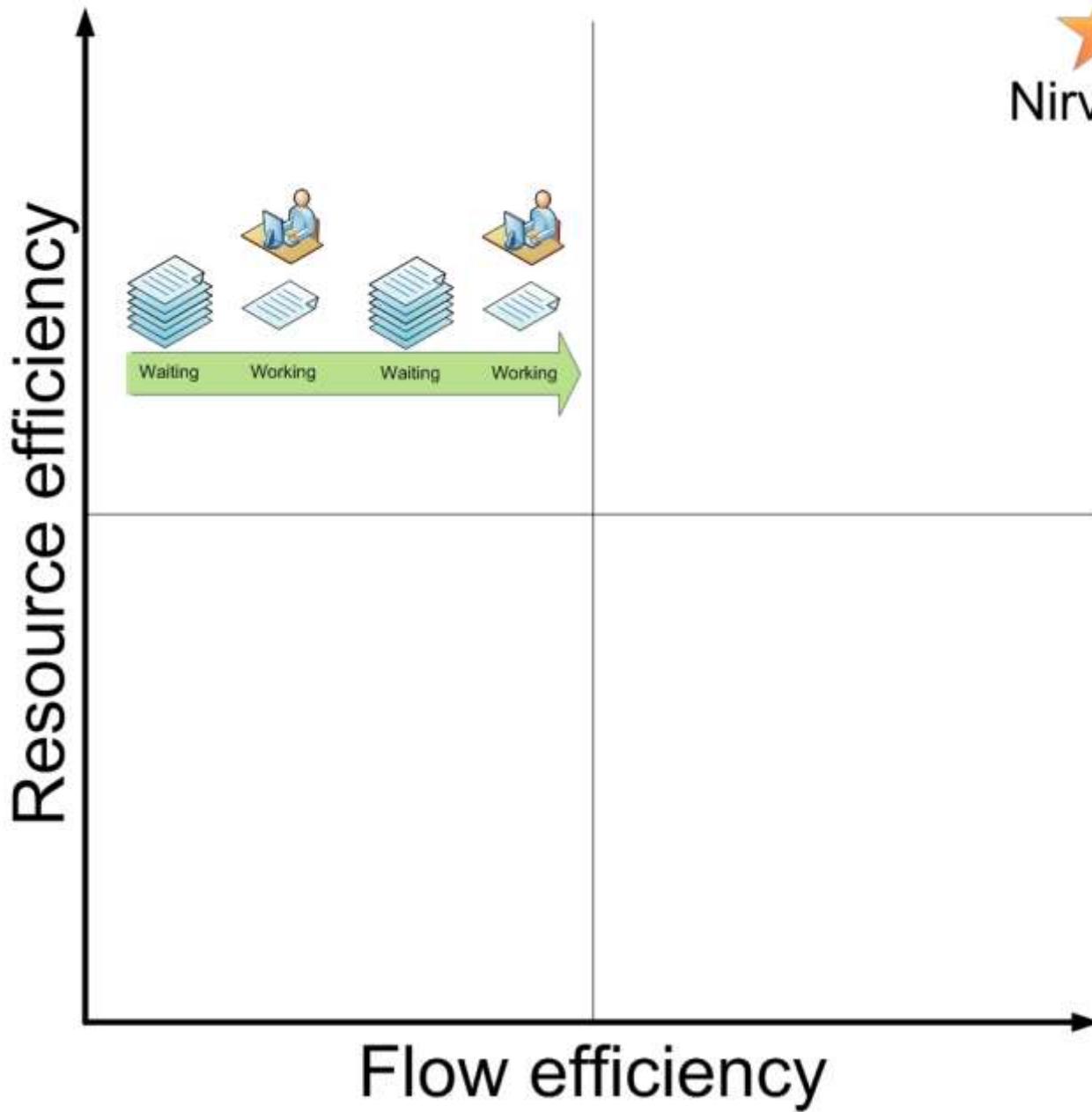
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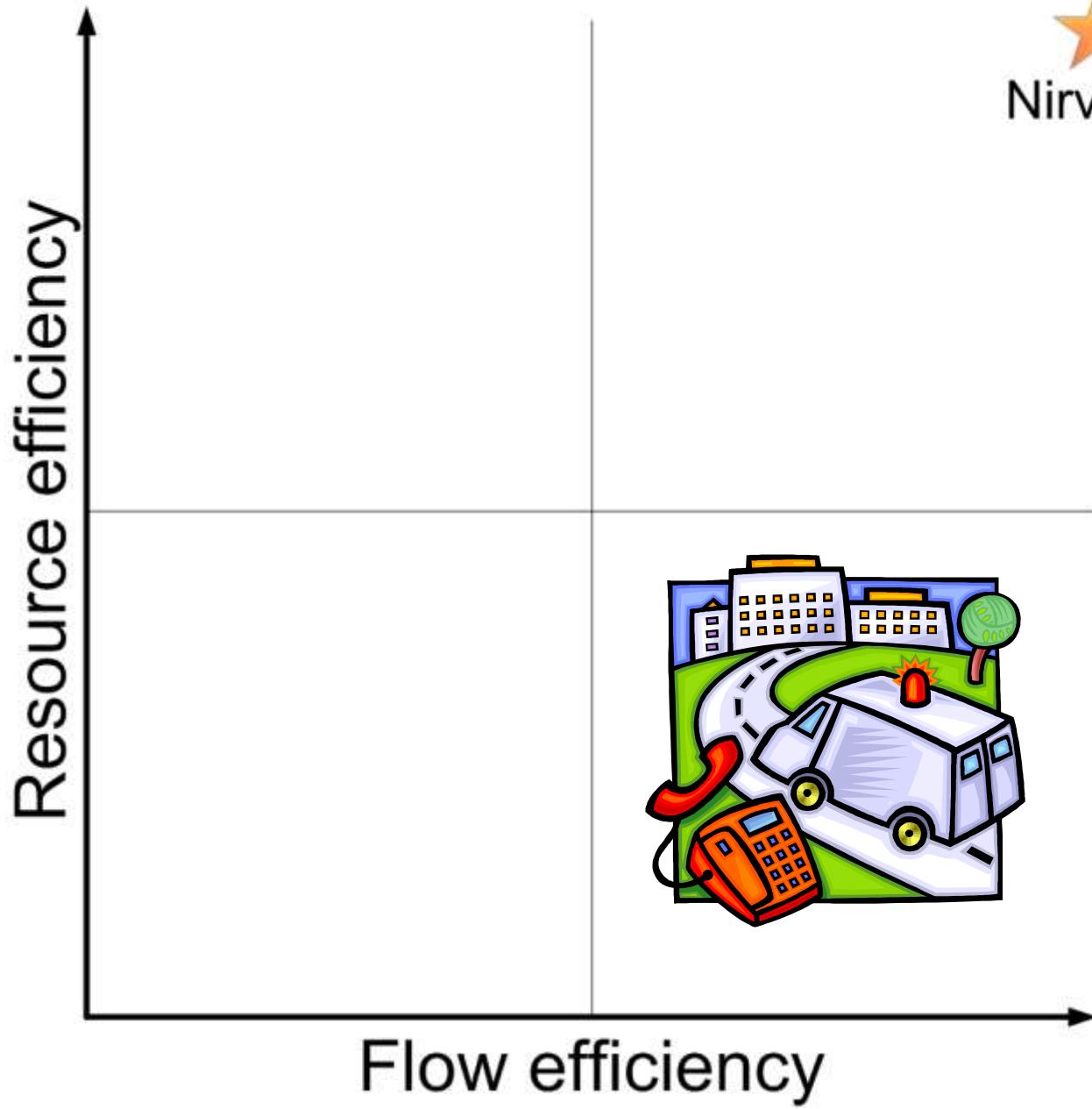


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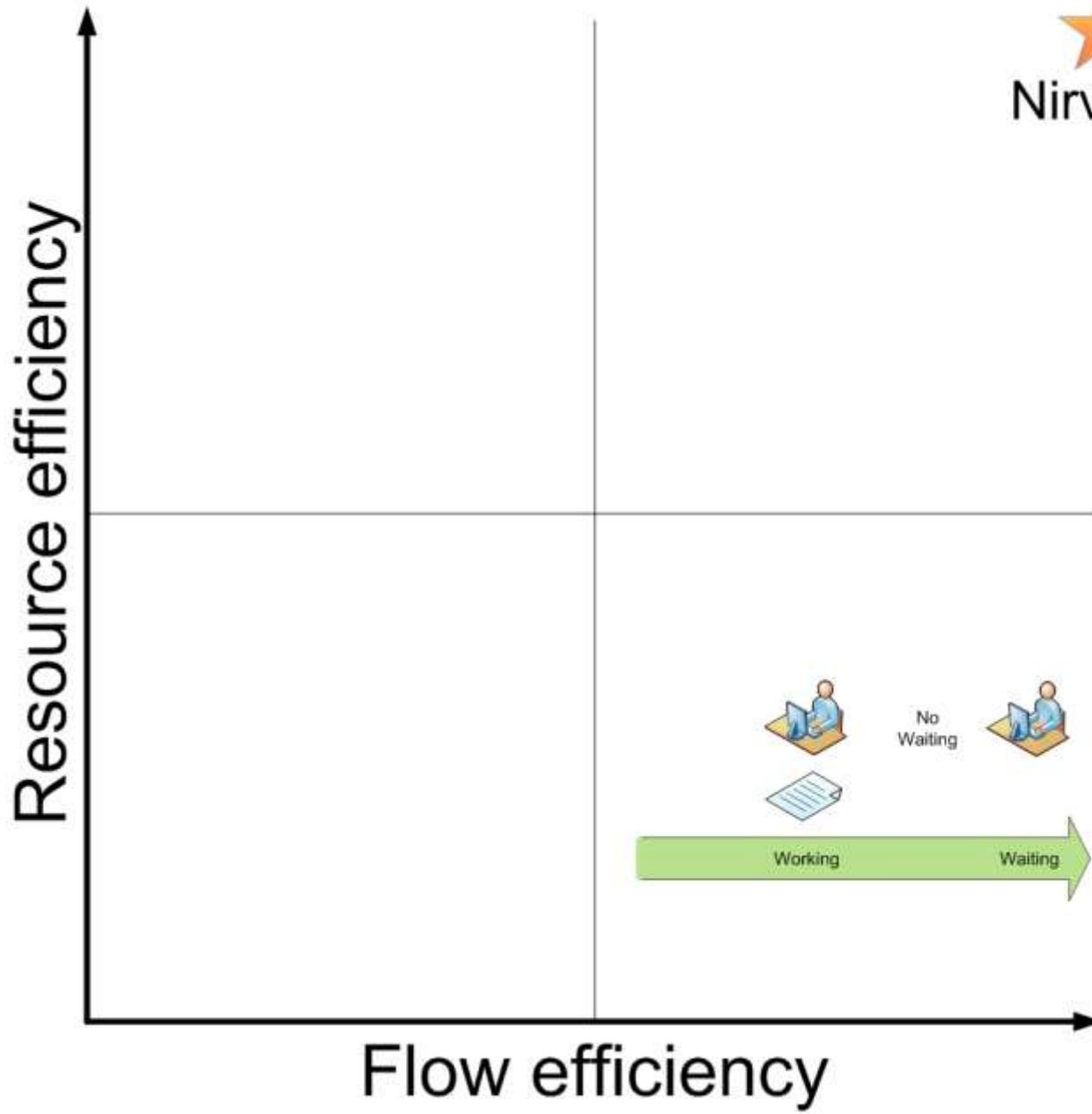


Nirvana



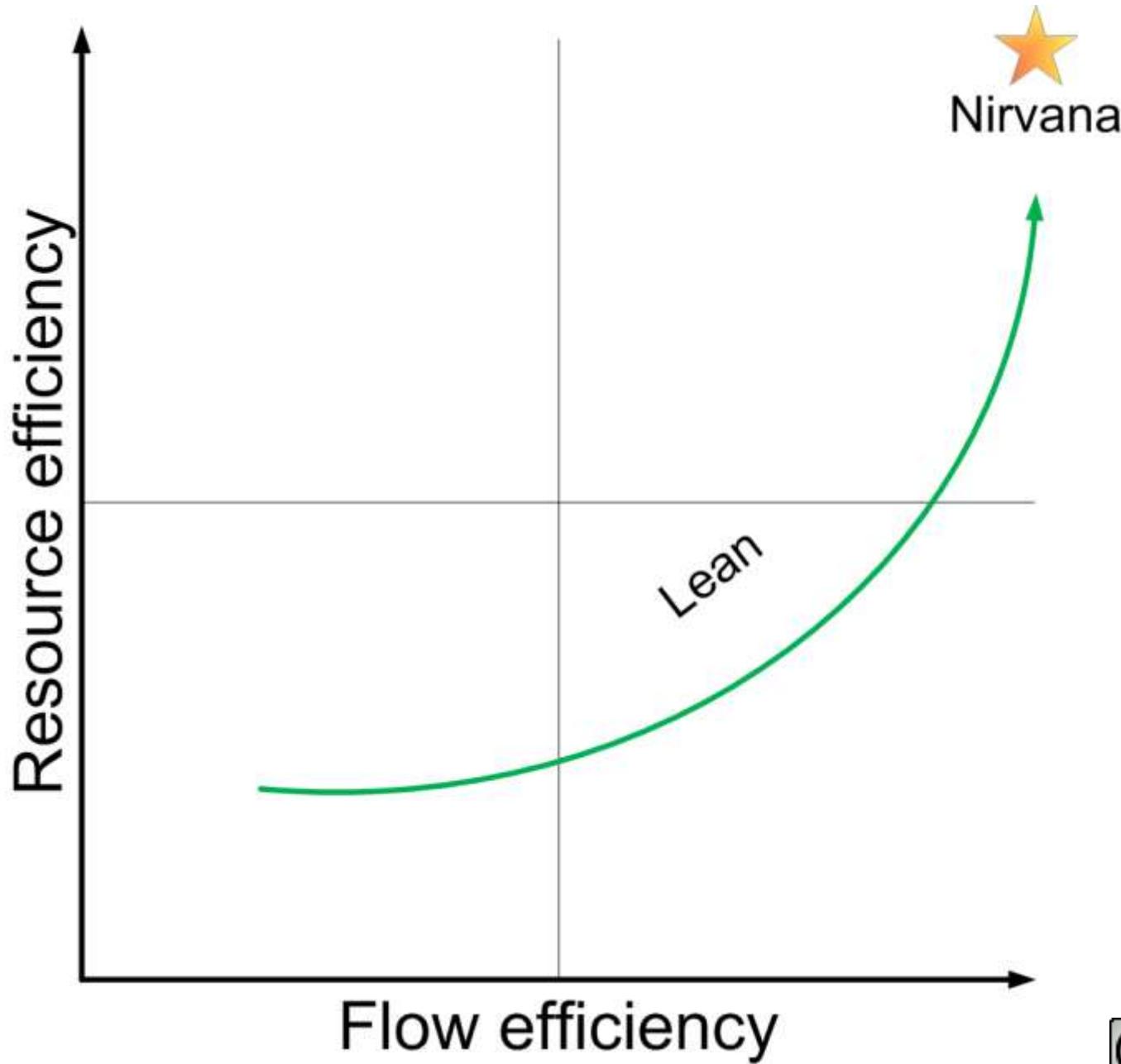
Model from "This is Lean" by Niklas Modig & Pär Åhlström





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# Shift our focus

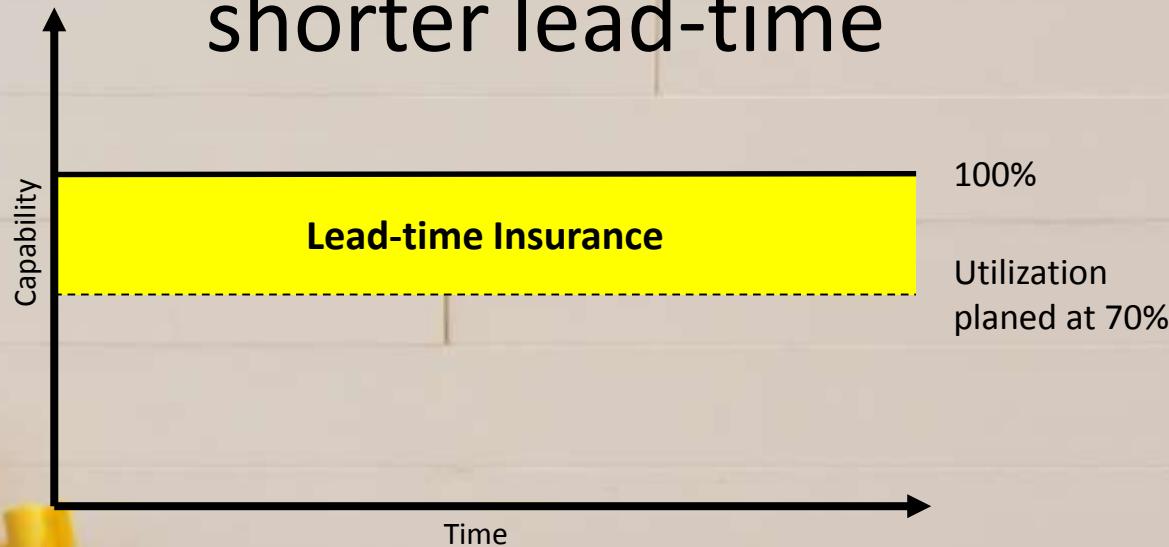
Plan for less than 100% utilization



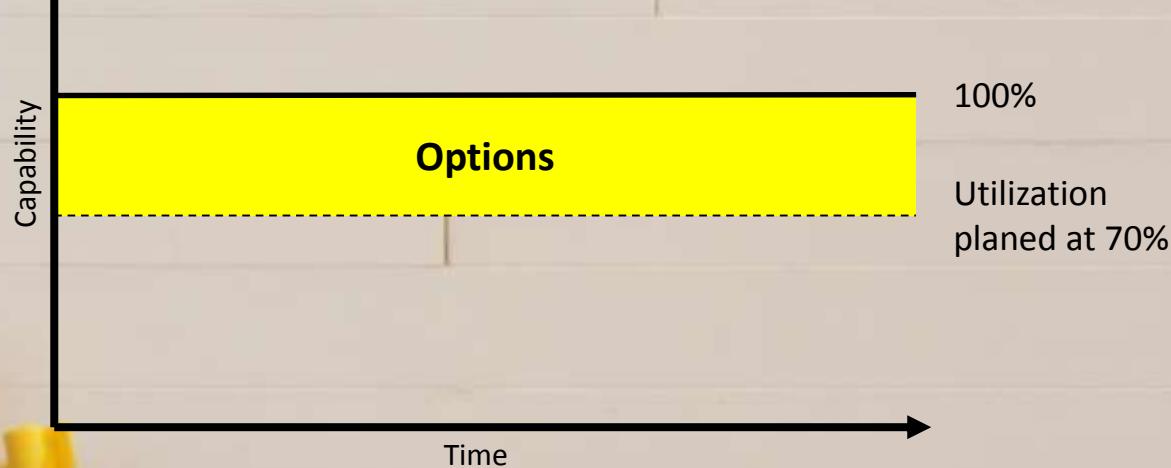
# Lower planned utilization



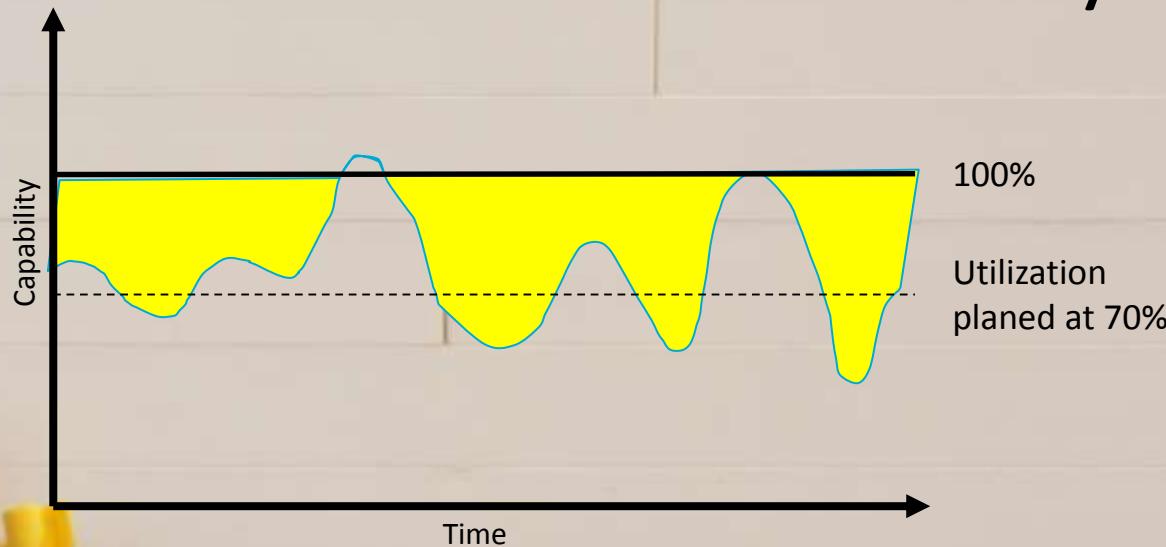
# Acts as an insurance policy for shorter lead-time



# Creates option to do the important things when you need it



# Reduces unwanted variability



# Creates the time for increasing capability



# Plan for less than 100% utilization

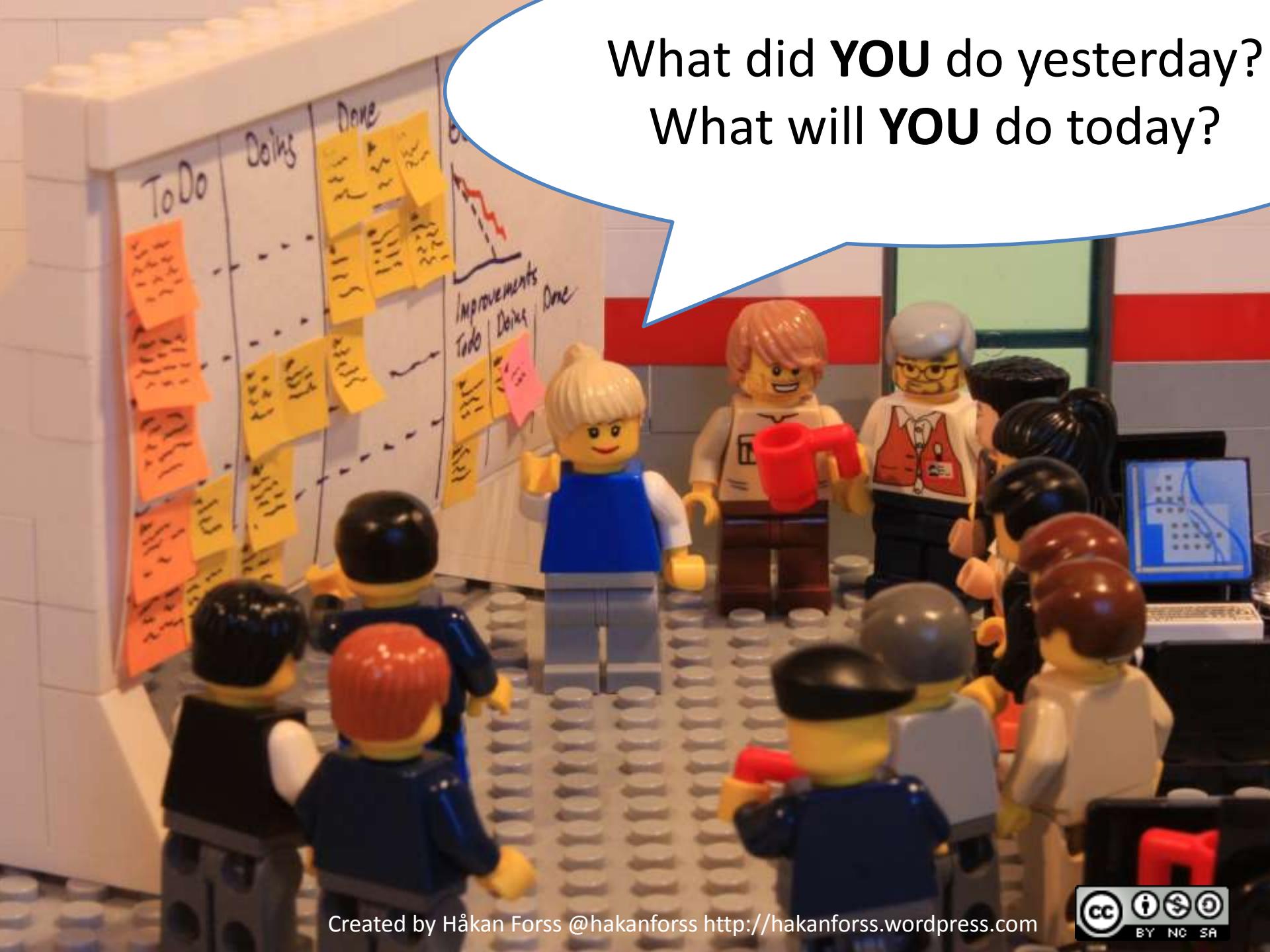


# Shift our focus

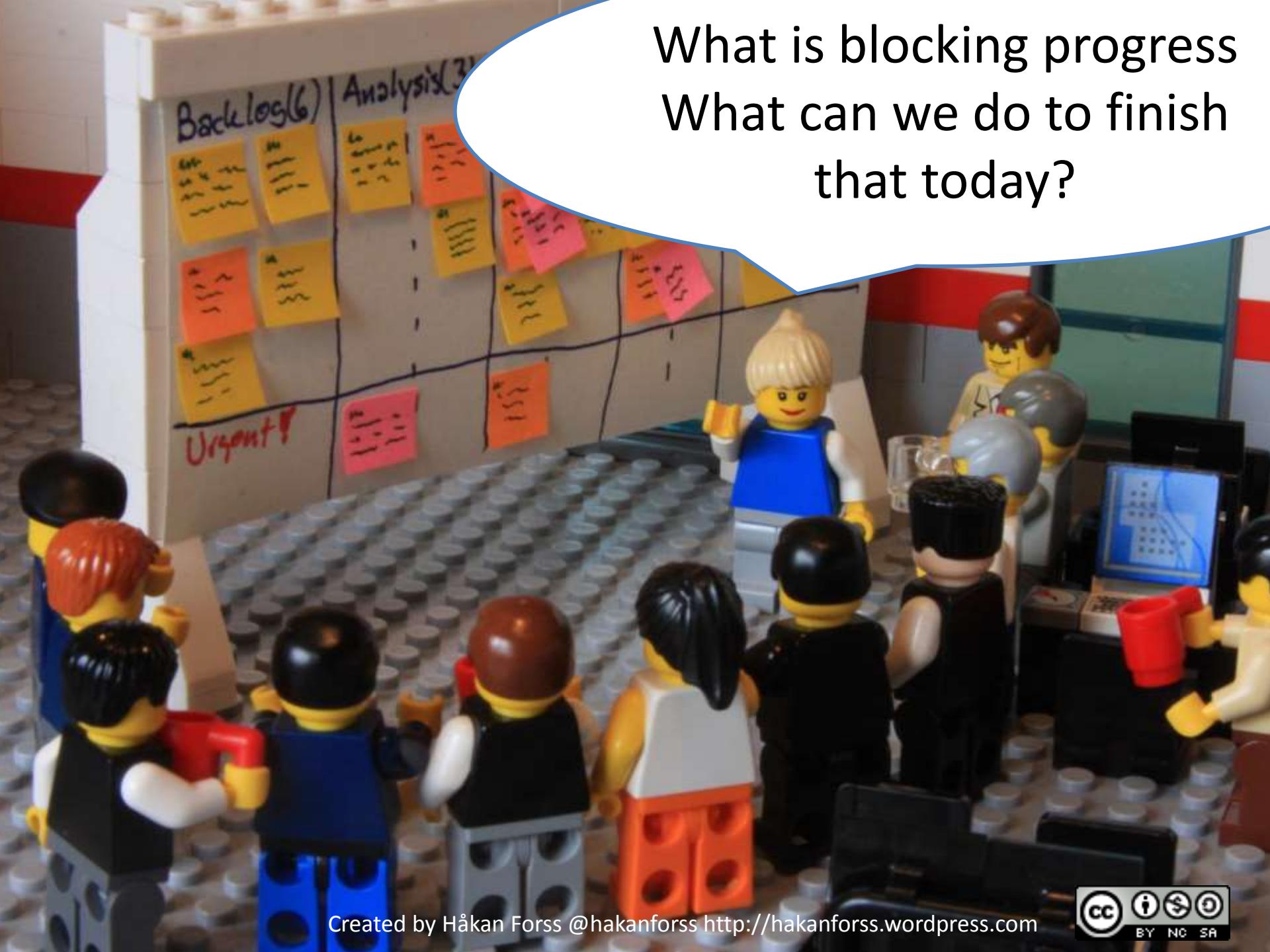
## How we run our meetings

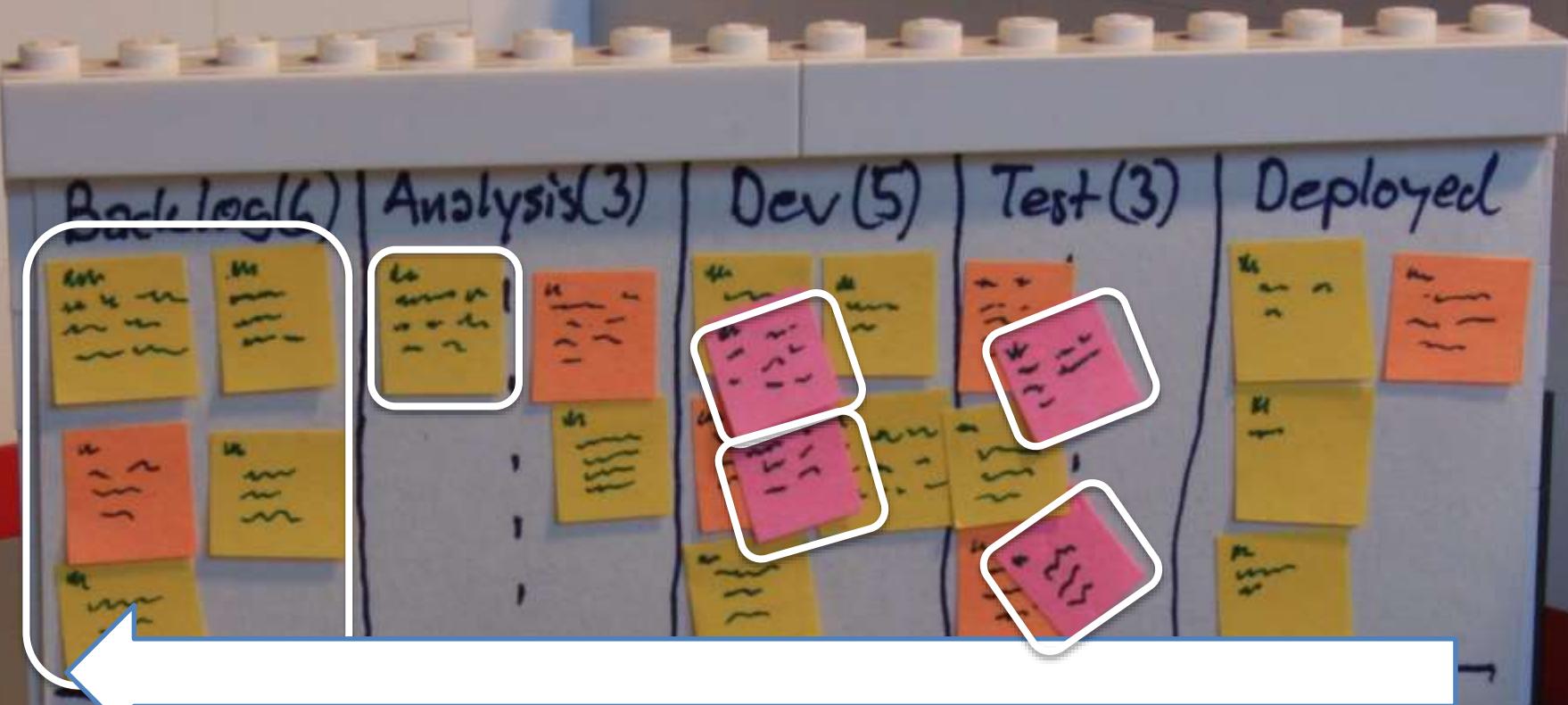


What did **YOU** do yesterday?  
What will **YOU** do today?



What is blocking progress  
What can we do to finish  
that today?





Urgent!



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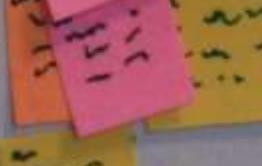
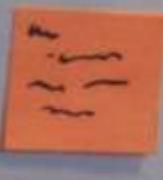
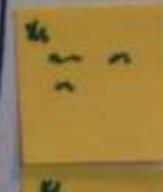
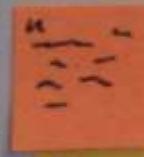
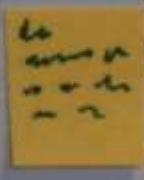
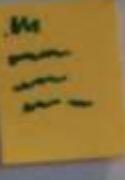
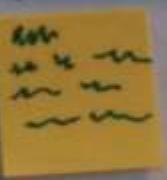


# Shift our focus

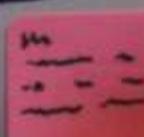
## On Blockers & Impediments

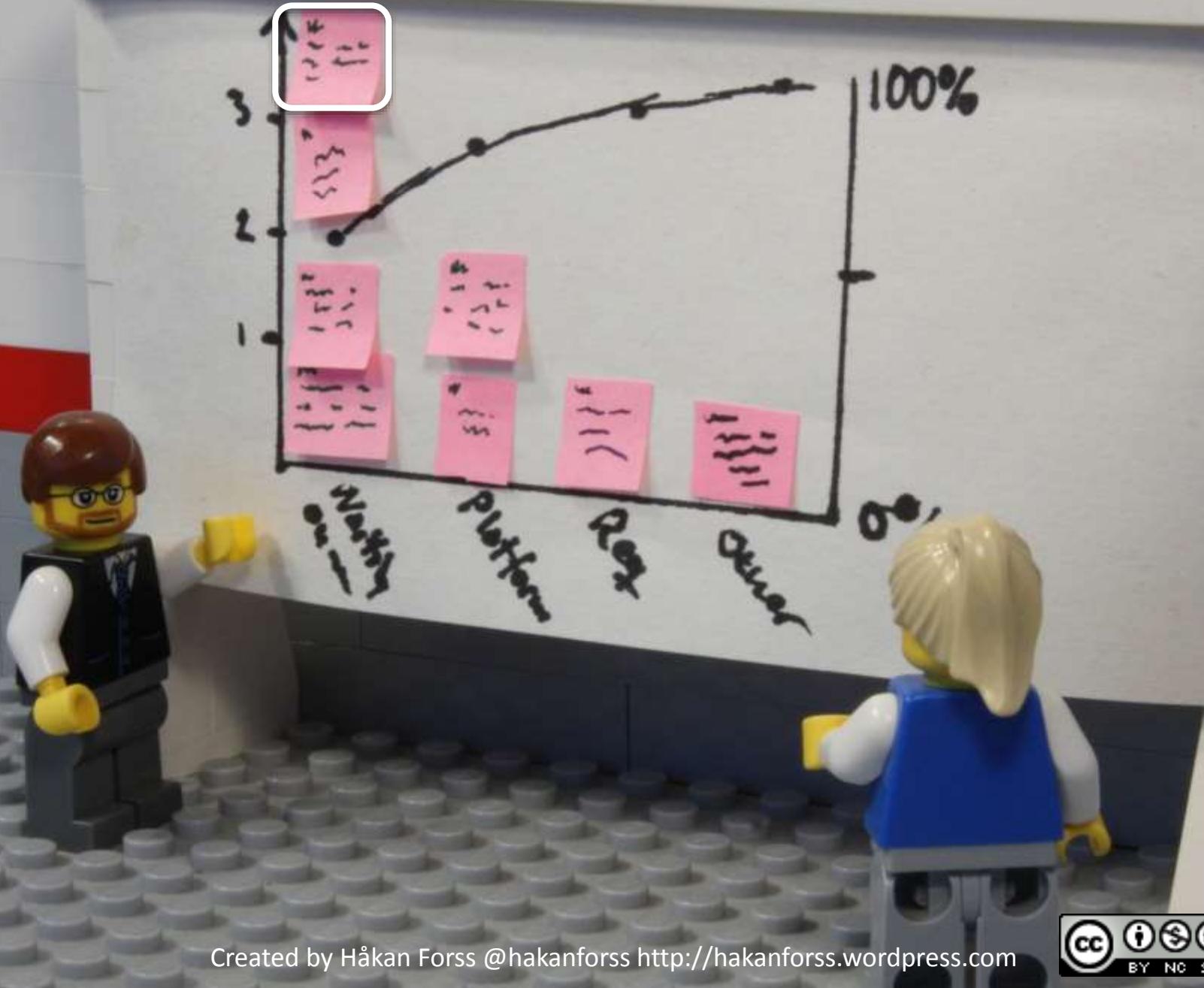


Backlog(6) Analysis(3) Dev(5) Test(3) Deployed



Urgent!





# Blockers and Impediments

are like **Gold** and **Gems**  
for improving flow  
in your process

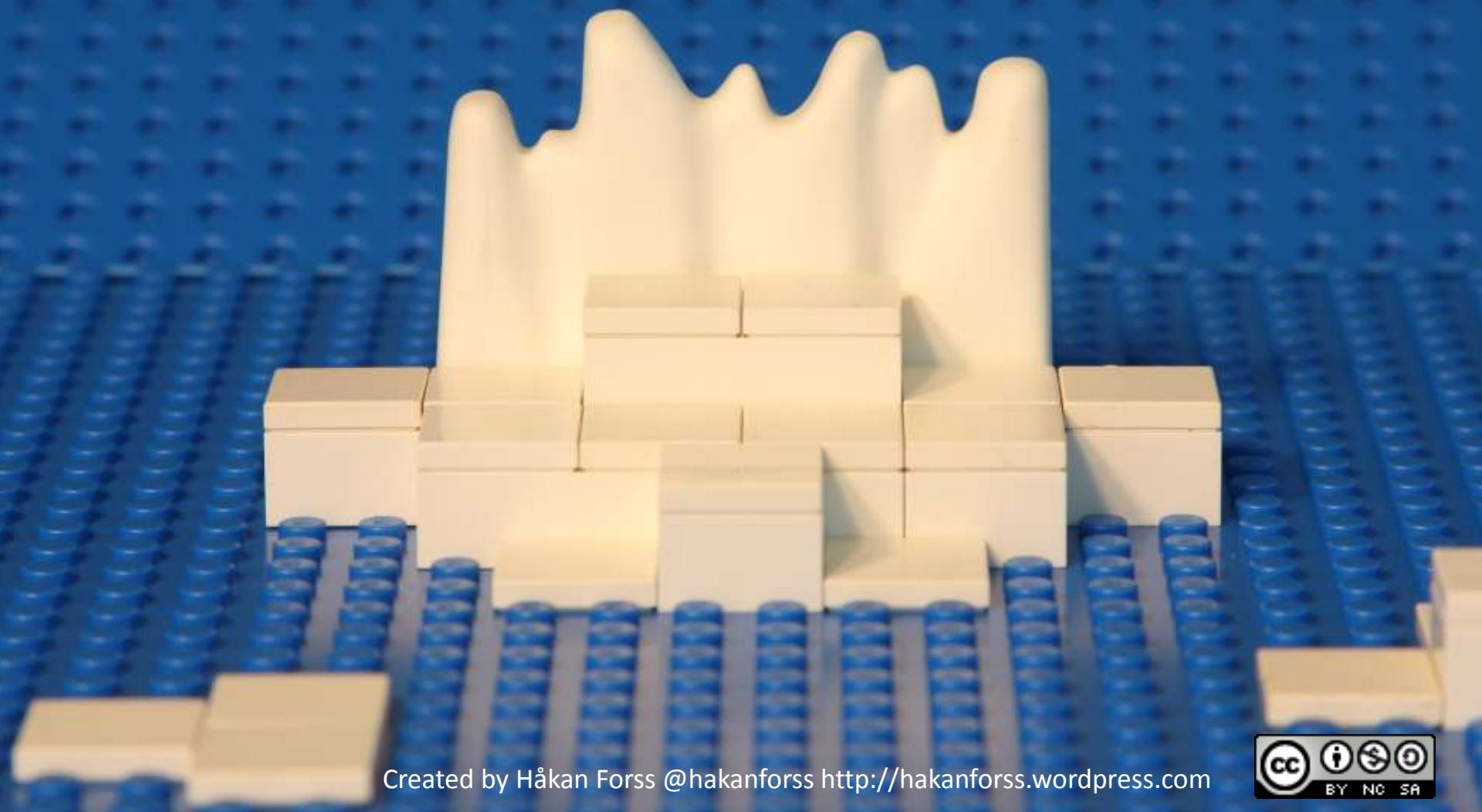


# Shift our focus

## Benefits of Work-In-Process



# The hidden part of WIP limits





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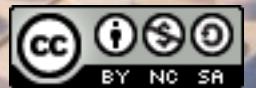


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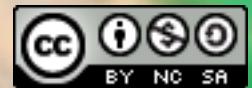


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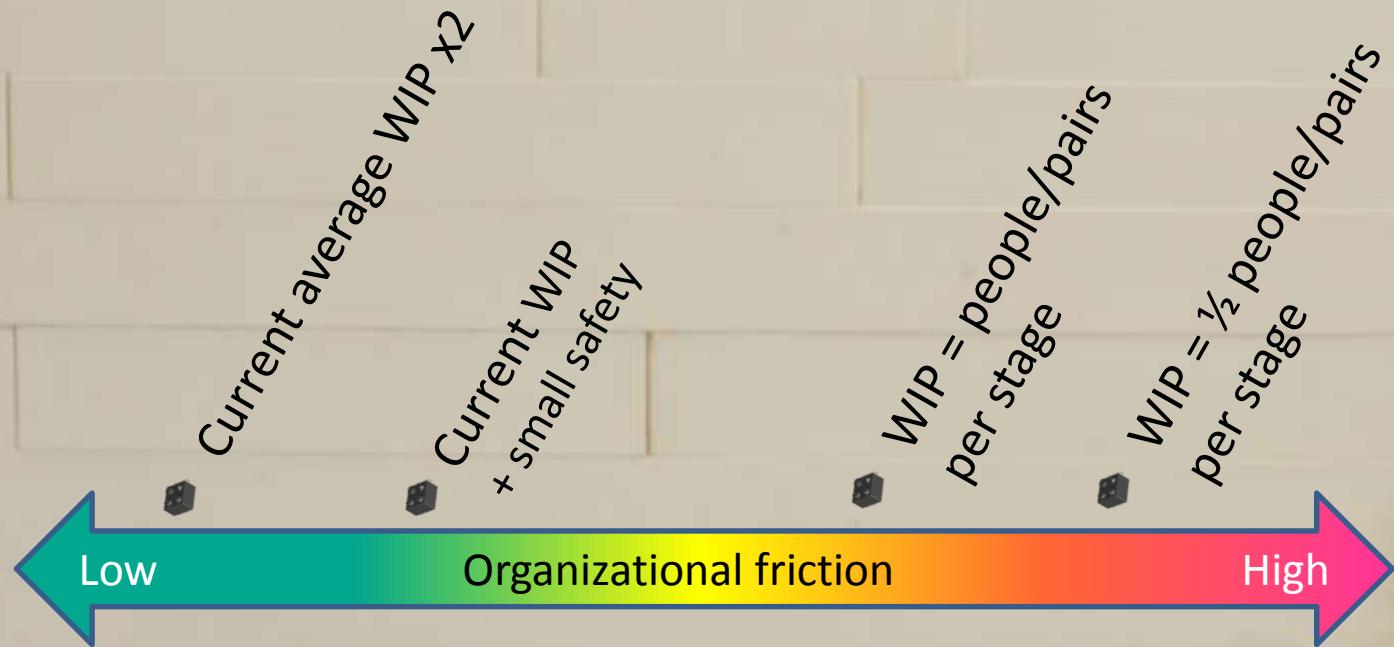
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# Lowering the water level uncovers process improvement opportunities



# Setting WIP Limits



Adjust WIP 20-30%

Identify the problems

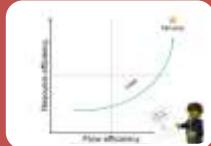
Resolve the problems

Repeat

Stabilize process



# Flow Thinking



## Flow Efficiency First

- Focus on the work not the workers
- Plan for less than 100% utilization



Blockers and Impediments is the Gold and Gems for process improvements



Limiting WIP is a learning tool





Resou



Fl

Model from "This is Lean" by Niklas Modig & Pär Åhlström



# Thank you!

Håkan Forss

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Twitter: [@hakanforss](https://twitter.com/hakanforss)

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