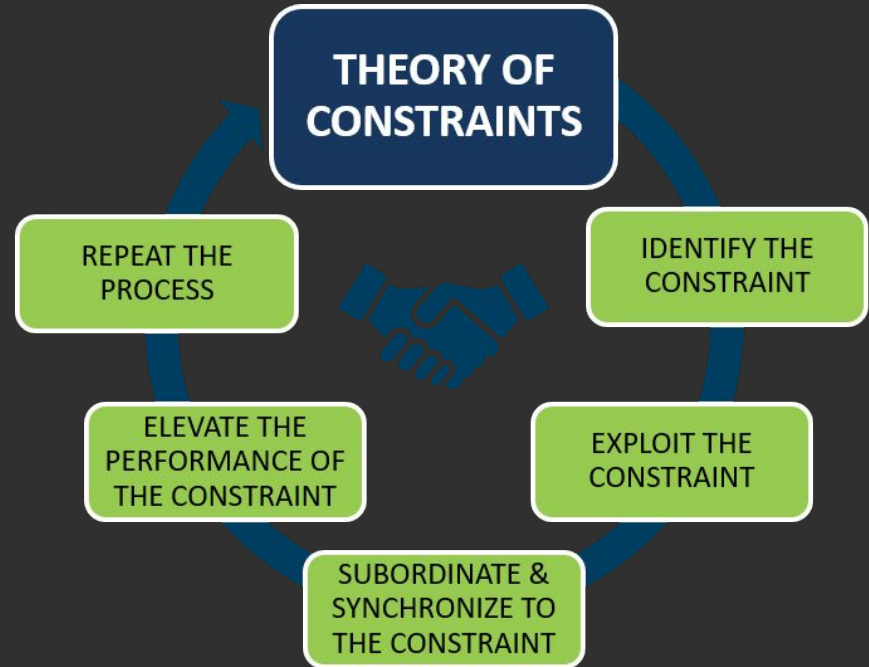


# Kanban 101

Transcom Agile Transformation

# Theory of Constraints

Every process has a constraint (bottleneck) and focusing improvement efforts on that constraint is the fastest and most effective path to improved profitability.



# Coin Game

Theory of Constraints

Basics of Kanban: the Pull System

Batch & Inventory Handling

Improving the Flow with Continuous Improvements & Experiments

<https://tastycupcakes.org/2013/05/the-penny-game/>

# Kanban

## Definition

Signboard or visual board in Japanese

Developed by Taichi Ono, a Toyota Quality Engineer (Toyota Production System)

Scheduling system for Lean and JIT manufacturing

Inventory is waste, and as such it needs to be eliminated.

Adopted in 2001 to Software Development by Mary Poppendieck

# Key Benefits

Kanban

Performance boost

Easy organization & collaboration

Work distribution



## 4 Kanban Principles:

- Visualize Workflow
- Limit Work in Progress
- Continuous Improvement
- Focus on Flow

# Visualize Workflow

1 of 4 Principles of Kanban

Visualize what you do

A visualization of all tasks on a board will help the team to stay on track of their jobs.

# Limit Work in Progress

2 of 4 Principles of Kanban

“Stop starting and start finishing.”

“Finish what you start.”

Balance the workflow by limiting work in progress to prevent over-commitment. Try to set achievable goals.

Pull vs. Push



# Continuous Improvement

## 3 of 4 Principles of Kanban

“Meten is weten.”

Evaluate performance.

Use Lead & Cycle Time, Cumulative Flow and Time Reports. With them you can spot bottlenecks, eliminate waste and adjust the workflow accordingly.

# Focus on Flow

## 4 of 4 Principles of Kanban

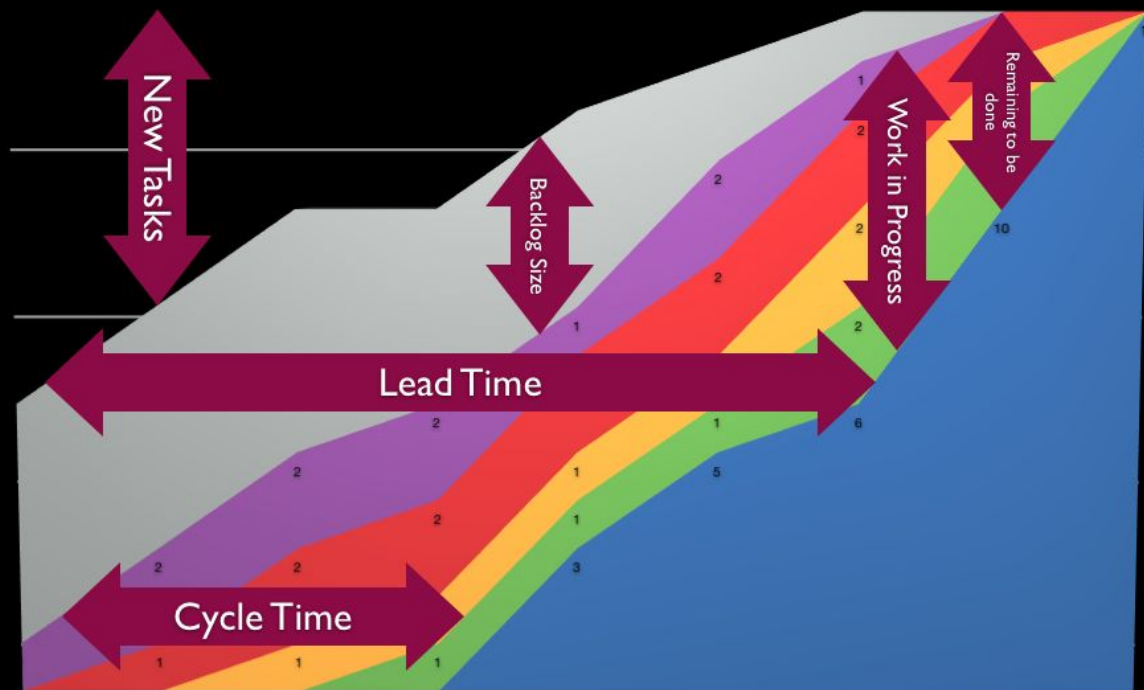
Track your time.

Measure the working time seamlessly to accurately evaluate your team abilities.

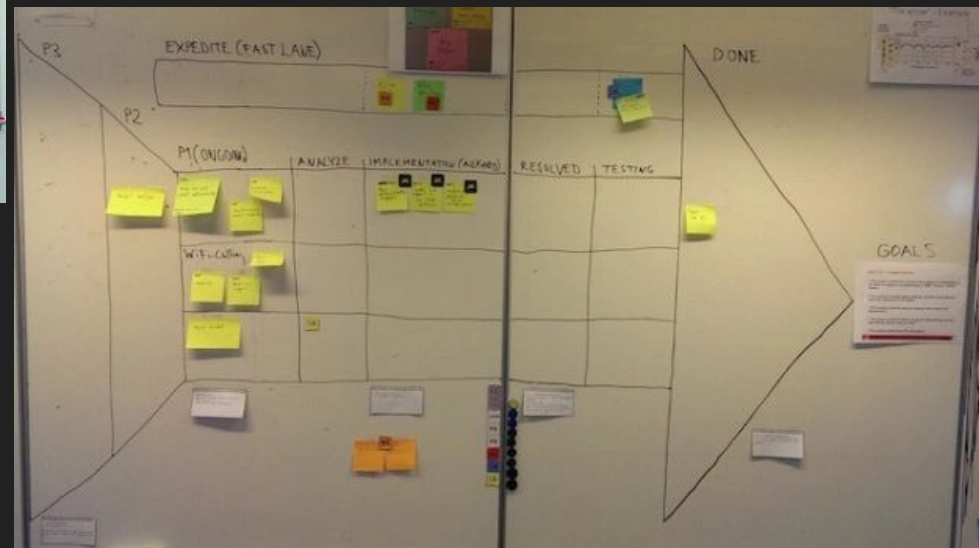
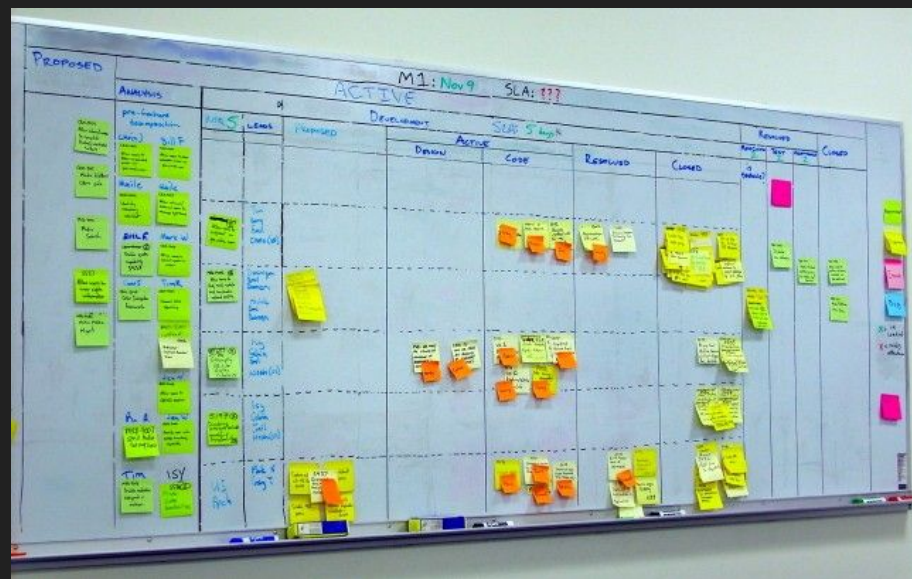
Read visual indicators for instant updates.

Find out what's going on at one glance. Card colors, priorities, tags, deadlines and much more.

# How to Read a Cumulative Flow Diagram



■ Deployed ■ Ready to Deploy ■ Ready for Approval ■ In Testing ■ In Progress ■ Ready to Start



shepnet Service Management

System Administrator

Incidents by State

Filter by title or number

Beth Anglin Bud Richman Charlie Whitherspoon David Loo Don Goodille Fred Luddy Howard Johnson ITIL User

Luke Wilson System Administrator Troy Mccoy (Team Member)

New 3

In Progress 20

On Hold 6

Res

Can't access SFA software

Unassigned INC0000046 4m ago

Testing mobile app

Unassigned INC0010236 16h ago

Trouble getting to Oregon mail server

Unassigned INC0000039 2mo ago

SAP Sales app is not accessible

1 Attachment

INC0000055 a day ago

Network storage unavailable

INC0000049 2mo ago

Please remove the latest hotfix

Having problems with Sales Tools performance

1 Attachment

INC0000048 4d ago

JavaScript error on hiring page of corporate website

3:00 / 4:14

# End

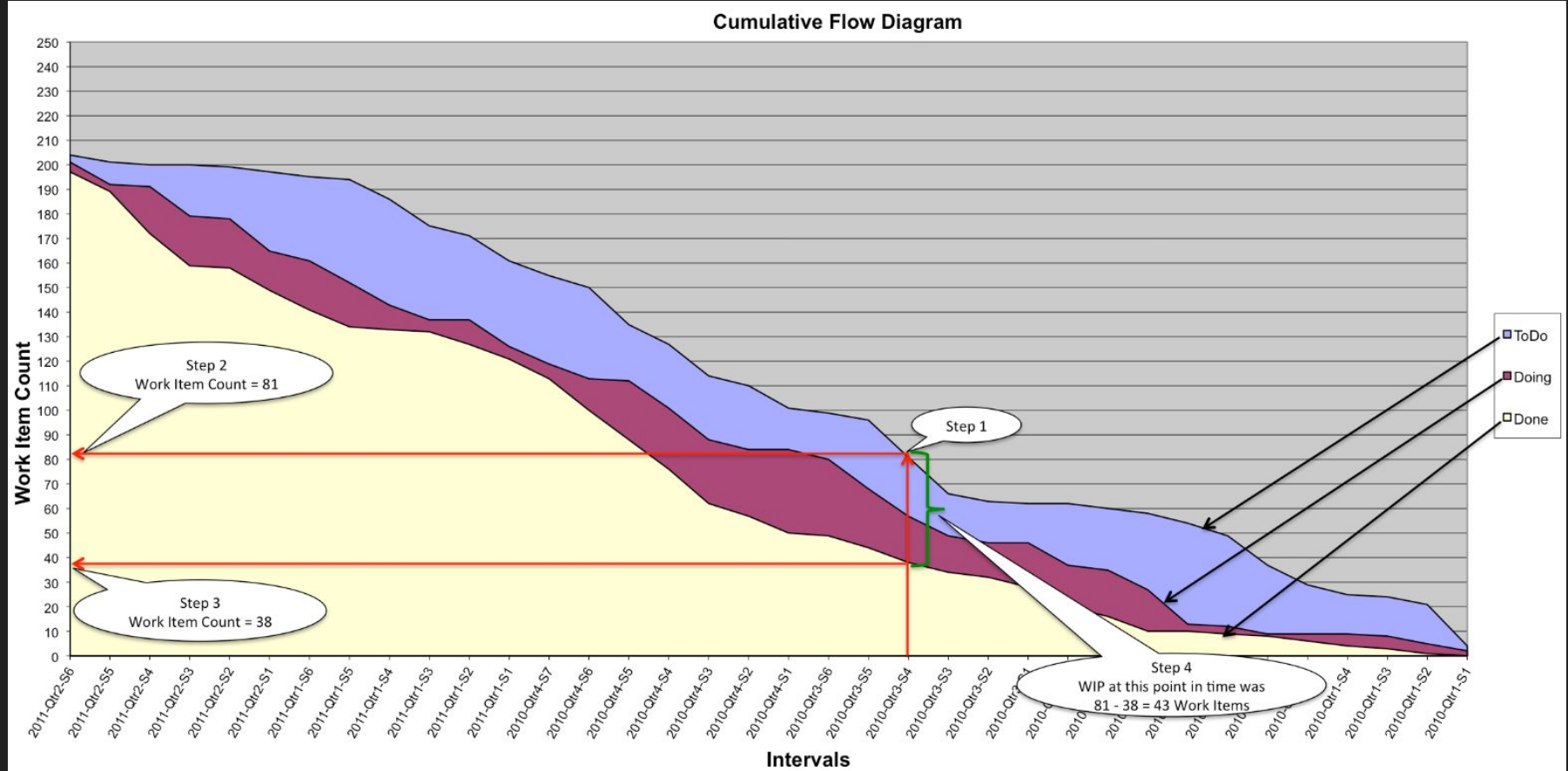
Kanban 101

Questions?

Email: [arnold.caoile@transcom.com](mailto:arnold.caoile@transcom.com)

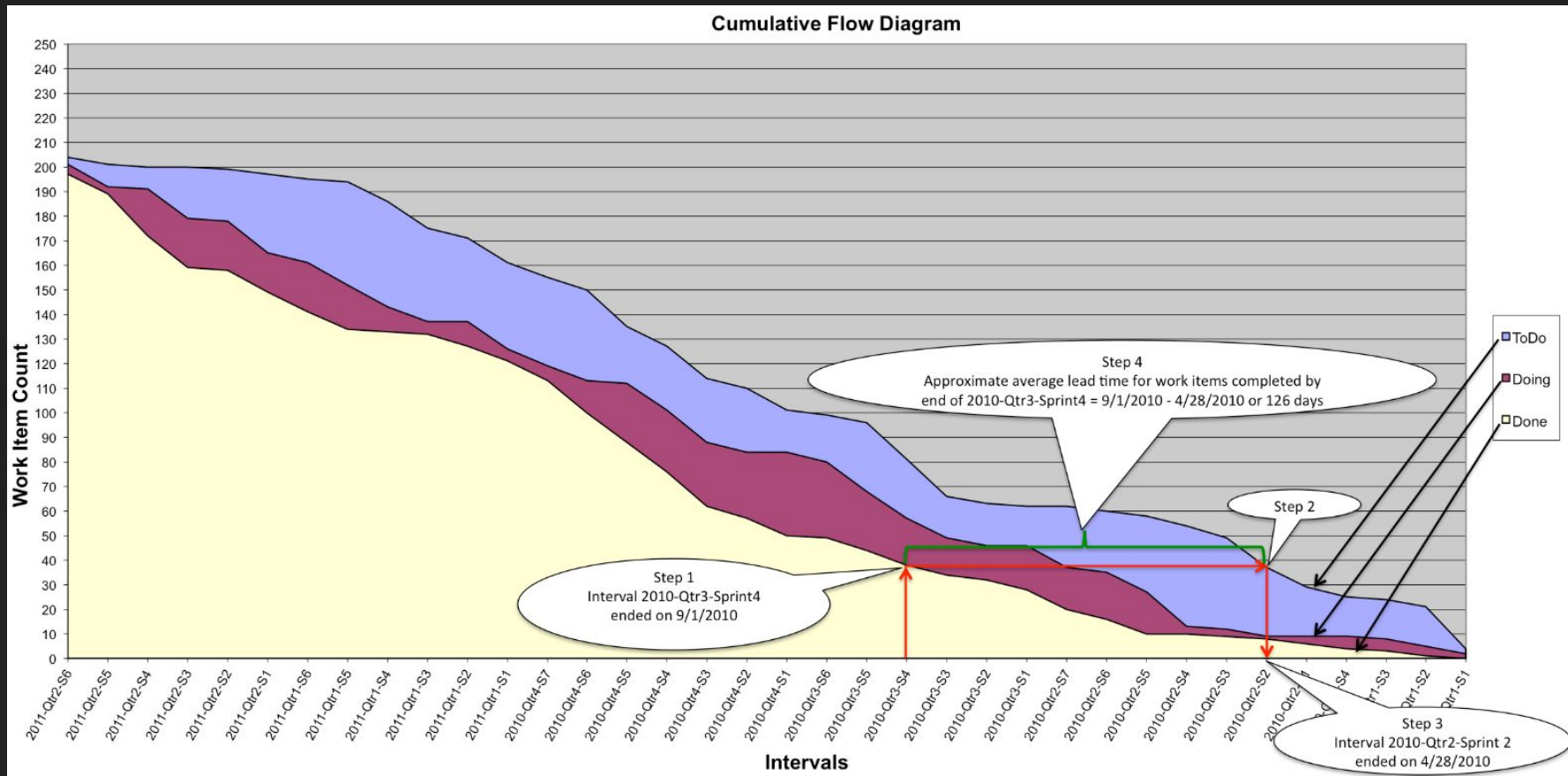
# Supporting Slides

# Work in Progress





# Lead Time



# Ave. Completion Rate

