**THINK ABOUT IT**

**(Help, I see waste everywhere)**

Restaurant Agile

You’ve been hired by a major full service restaurant group to implement Agile in their IT department. One night while enjoying dinner at one of their properties, you see your server is extremely busy, but you notice a number of other employees basically hanging out. That doesn’t seem efficient. You begin to wonder what a cross functional team in a restaurant would look like. The next day you share your brilliant vision … of course, you’re going to have to sell this to the Director of Operations who is extremely big on command and control. She’s waiting…

Airplane Agile

After traveling on several different airlines, you notice that almost all of them load their planes differently, even if it’s the exact same seating plan. Some start from the front, some from the back, some load window seats first, some alternate between front and back. “Geeze”, you think, “it’s a multi-billion dollar industry, surely there must be one best way to load a plane?” Lucky for them, you’re there with your Agile solution…

To Do List

Your company recently sent you to a seminar to learn a fancy new personal productivity methodology. There are some great techniques including doing high level weekly planning, building a daily backlog…er, we mean to-do list etc.. However, when you try and implement it, you find that no matter how carefully you plan your day, it doesn’t work. You just have too many interruptions from phone calls, emails, impromptu meetings, and other unplanned tasks. The interruptions are very unpredictable, some days it might be 1-hour, other days it’s 3 or 4 hours. How could you apply what you’ve learned in Agile to solve this problem?

Concert Agile

You’ve got very expensive tickets to a major concert that is being held outside in a gorgeous arena. The venue does not allow drinks of any kind to be carried in. Including the opening band and short break, the show should last about four hours. You and your significant other get in a very long line that barely moves after 10 minutes. You speak to someone exiting the line who has just been served and he tells you it took about 45 minutes, then adds, “but the line looks a little longer now”. When you finally get to the front of the line (a mere 54 minutes later), you notice everything is being served in plastic cups, including the bottled water (by request of the main act, who apparently was hit by a bottle of water at one point in their past). You also notice they screw and unscrew the cap off of every liquor bottle every time, and they use a jigger to measure each drink carefully, they’ve economized by using mixers in 2 liter bottles. Oh, and they inform you that you are only allowed to get one drink per person. It occurs to you that if you stand in line continuously you will likely get one drink per hour, coincidentally the same amount of time it takes for an average person to burn off one drink of alcohol. This state is also known as sober. In the days following the show, the venue gets complaints from more than 5000 people who apparently did not want to experience the show sober. They hire you go advise them how to improve for their next event…

Your Experience

Insert your experience here. The next time you’re frustrated because you wait too long for service, or observe a process that includes wasteful steps, try and redeem the wasted time / money by thinking how you would improve their processes by using Agile techniques.

Remember that you don’t have to make them 100% better (don’t let perfect stand in the way of better).

Try and spot positive examples of efficiency as well. You can learn by “catching people doing it right”! Where is the person or organization doing things like eliminating hand-offs, using pull instead of push, removing or reducing non-value-added activities e.g. did you know that most medical exam rooms use a Kanban pull approach to pull Dr’s the next appropriate exam room? (The next time you’re in a doctor’s office, check out the lights or flags over the door).