

# Think Beyond the Kanban board

Masa K Maeda, PhD

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## Some Pointers for today's Webinar

- Due to large number of attendees, questions will be taken 'off-air' using the Q&A box (NOT the Chat box!). Please type in your question(s) in the Questions box on your screen – and mark it to ALL PANELISTS
- To the extent possible, questions will be grouped and responded to jointly.
- To ensure maximum coverage, please limit questions to 1 at a time.
- At the end, any remaining time will be used to take up additional questions.
- The webinar will be recorded; recording will be made available after the meeting.



**Today's Speaker**  
**Masa K. Maeda, Ph. D.**  
**Co-founder and principal coach**  
**Valueinnova LLC**



**Host**  
**Mahesh Singh,**  
**Co-founder, Sr.VP Product**  
**Digité, Inc.**

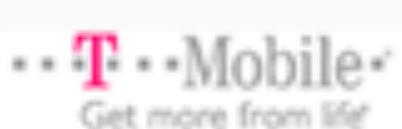
# Digité – A Quick Overview

- A Pioneer in Web-based Collaborative Products/ Solutions for Geographically Distributed Teams
- Headquartered in Mountain View, CA
- Over 250,000 users in the Americas, Europe, Asia/ Pacific
- Products that cover Lean/ Kanban, Agile ALM, Project/ Portfolio Management
- Swift-Kanban is our flagship Lean/ Kanban product.
- Named by Gartner in ALM Market Scope report for 2010

# Swift-Kanban for the Lean/ Agile Business

- One of the top Lean/ Kanban tools in the market with guidance from global Thought-Leaders
- Ideal for both software/ IT as well as non-IT functions such as HR, Marketing, Sales, Claims Processing, Purchasing, etc.
- Makes it easy for distributed teams/ functions to –
  - Visualize Flow of Work
  - Limit Work in Progress to increase Throughput/ Quality
  - Collaborate Visually
  - Automate critical Performance Metrics
  - Evolve and Improve
- Powerful platform that combines High Configurability with Ease of Use
  - Available as SaaS or On-Premise license
  - Easy signup for 30-day Free Trial!

# Swift Kanban Key Customers



## Masa K Maeda, PhD

With 25 years of international experience, Masa is the creator Lean Value Innovation and is currently writing a book about it. He is a recognized coach, consultant and trainer figure in the Lean and Agile communities who continuously contributes with new knowledge. He is known for bringing highly successful Kanban and Agile adoptions internationally inside and outside the software and IT industries; and is considered by many to be the main contributor to Kanban, Lean and Agile adoption in Ibero-America. He is one of just a few Kanban Trainer-Coaches accredited by the Lean-Kanban University worldwide. Masa is also a Senior Consultant with the Cutter Consortium and teaches Lean Value Innovation at the UC Berkeley Extension. He is a PMI-ACP, Certified Scrum Product Owner / Scrum Master / Scrum Manager Trainer.



Previously, Masa was an associate at David J Anderson & Associates. He did R&D at Apple Inc. and in Japan at Justsystems Corporation. He also worked at Netscape/AOL and was founding team member of 4 startups in Silicon Valley: Electric Communities, When.com, Ingenuity systems, and Vuze Inc.; those companies pioneered in virtual environments, online socialization, proteomics, and online entertainment. Masa also worked at Akimbo systems.

Masa holds a PhD on artificial intelligence and software engineering from the University of Tokushima in Japan; a MS on intelligent systems and information science from the same university, and a BE with honors from the National Autonomous University of Mexico. He has also done studies in psychology, management, nlp, co-active coaching and cybernetics.

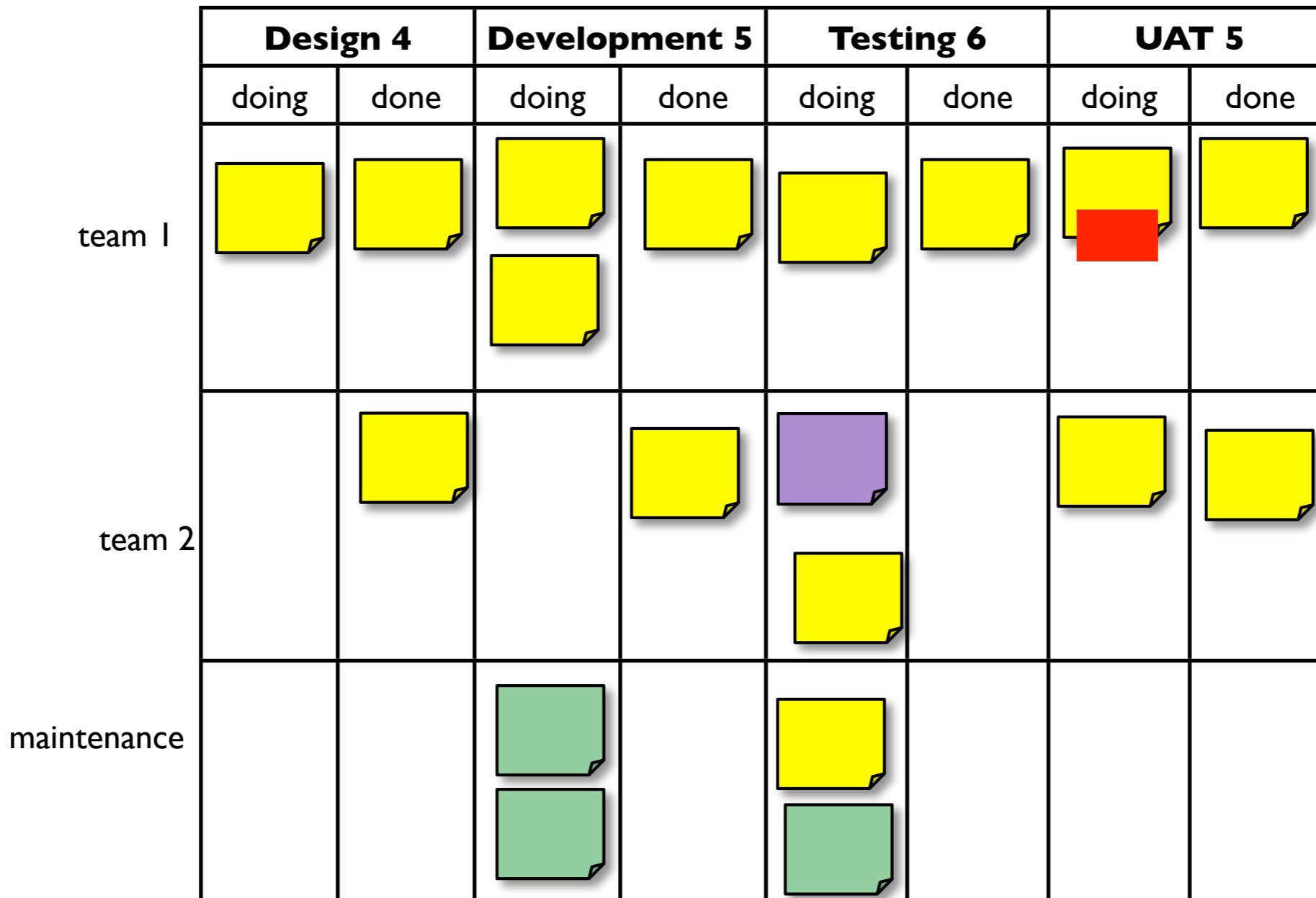
# Valueinnova LLC

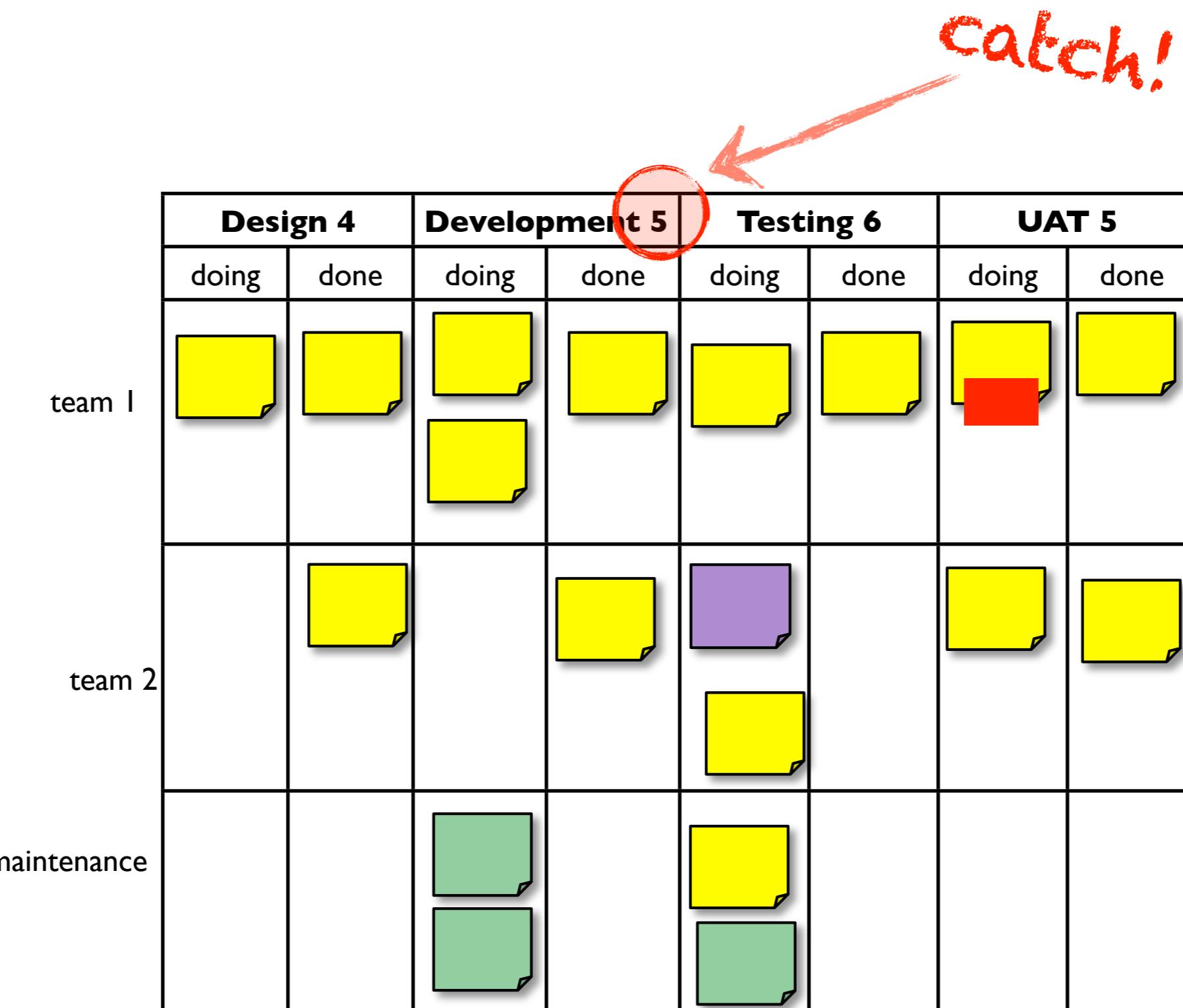




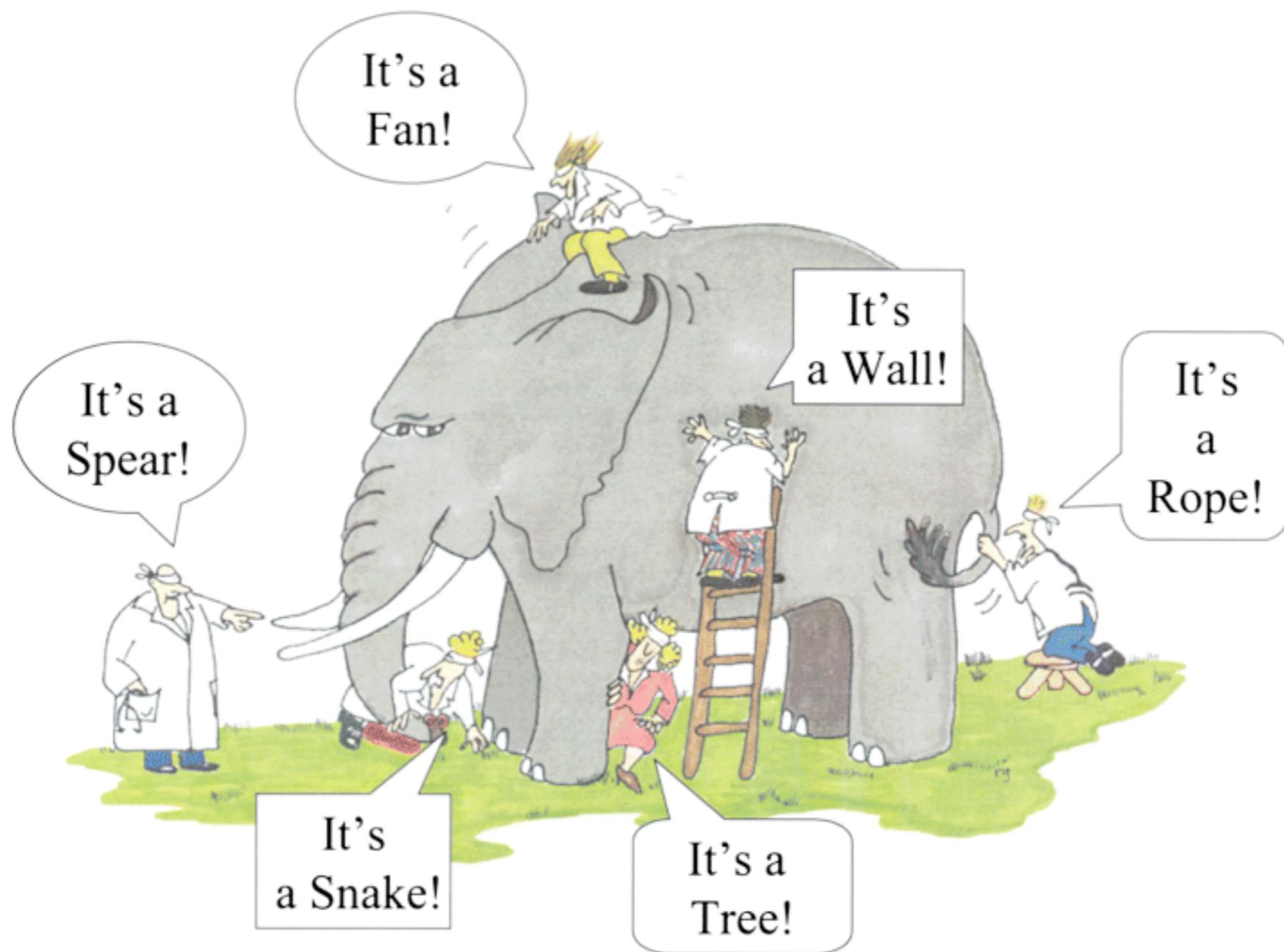
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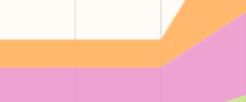
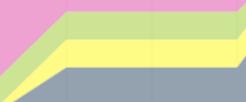


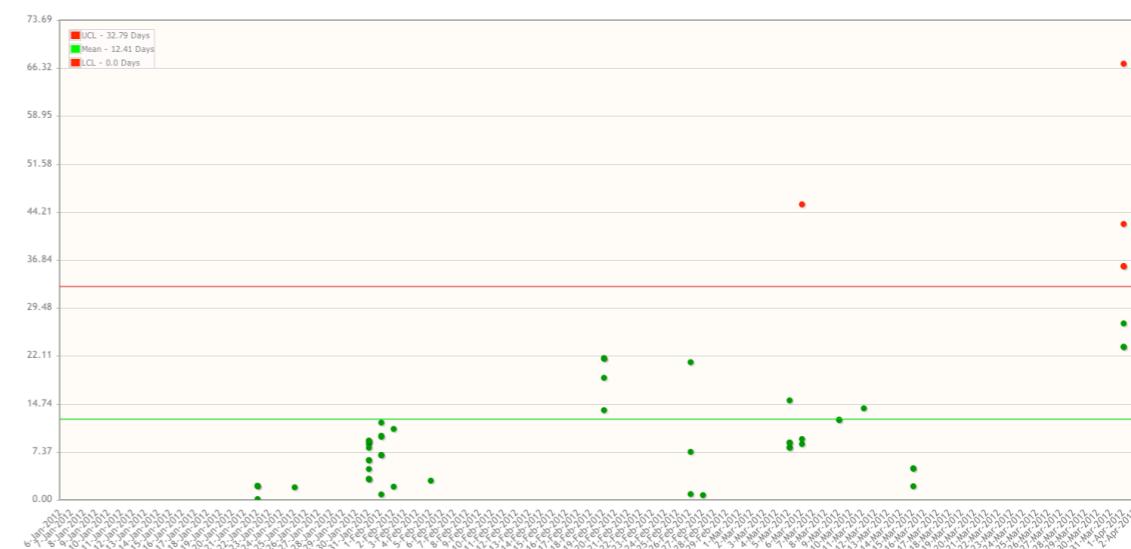
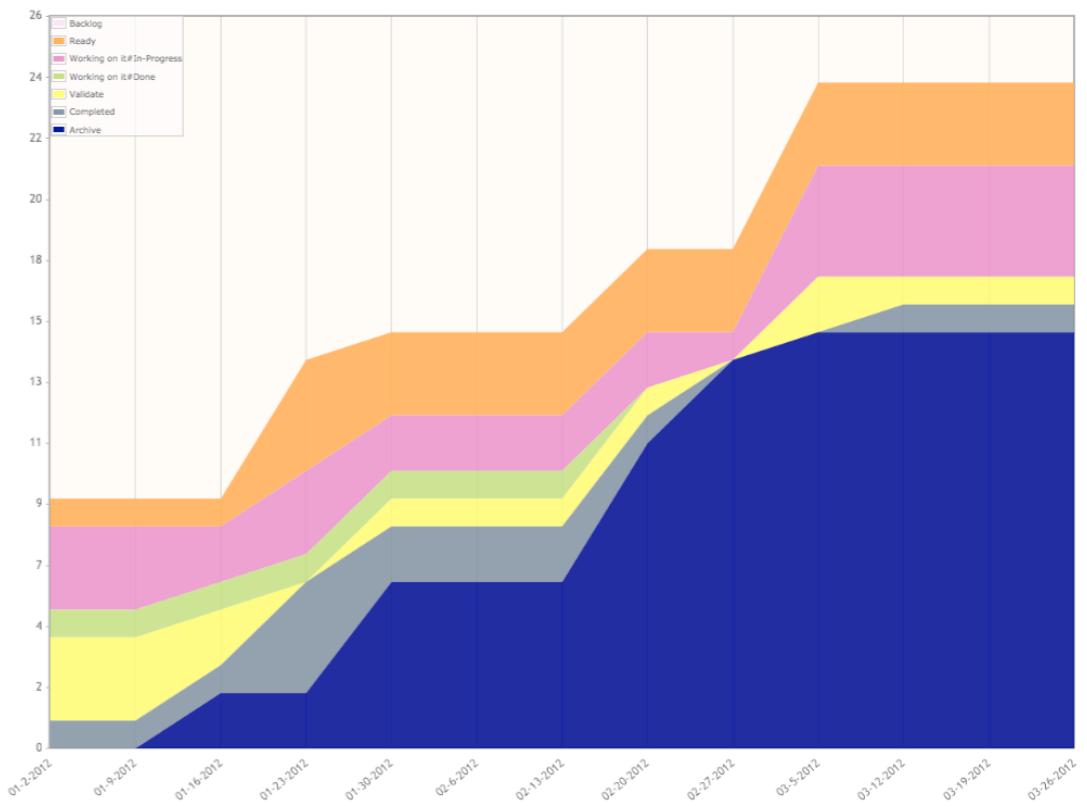




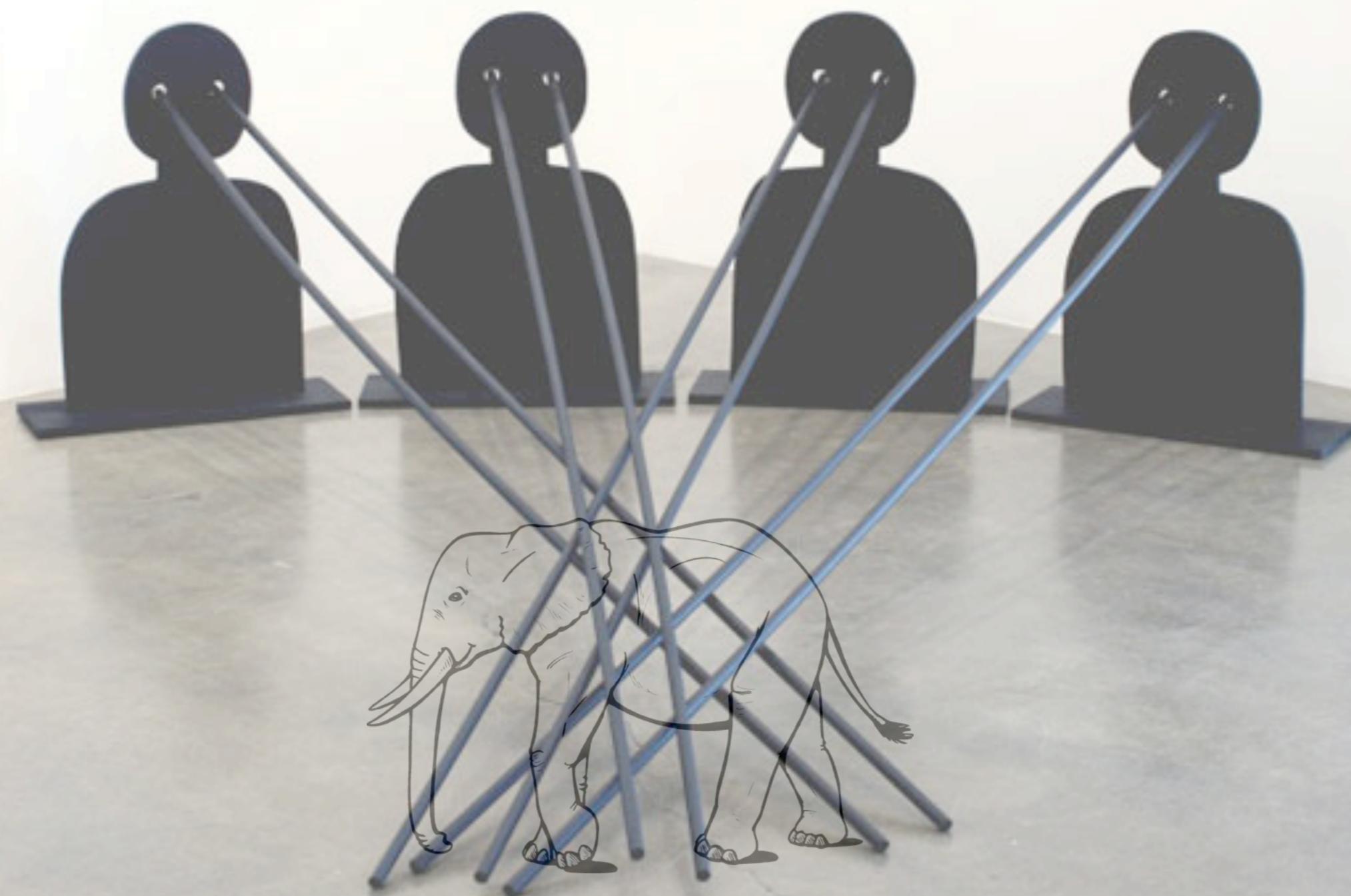




	<b>Design 4</b>		<b>Development 5</b>		<b>Testing 6</b>		<b>UAT 5</b>	
	doing	done	doing	done	doing	done	doing	done
team 1								
team 2								
maintenance								

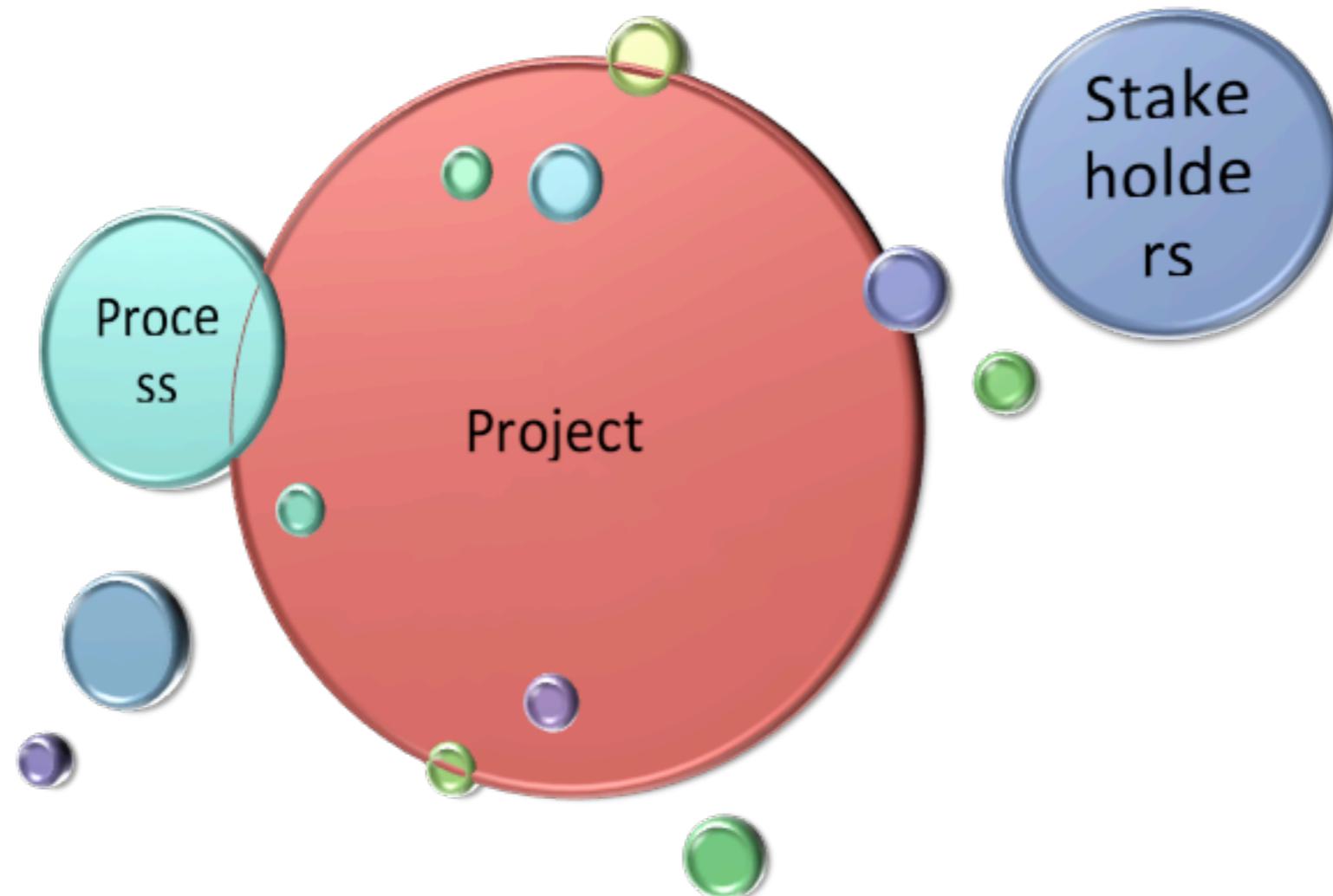




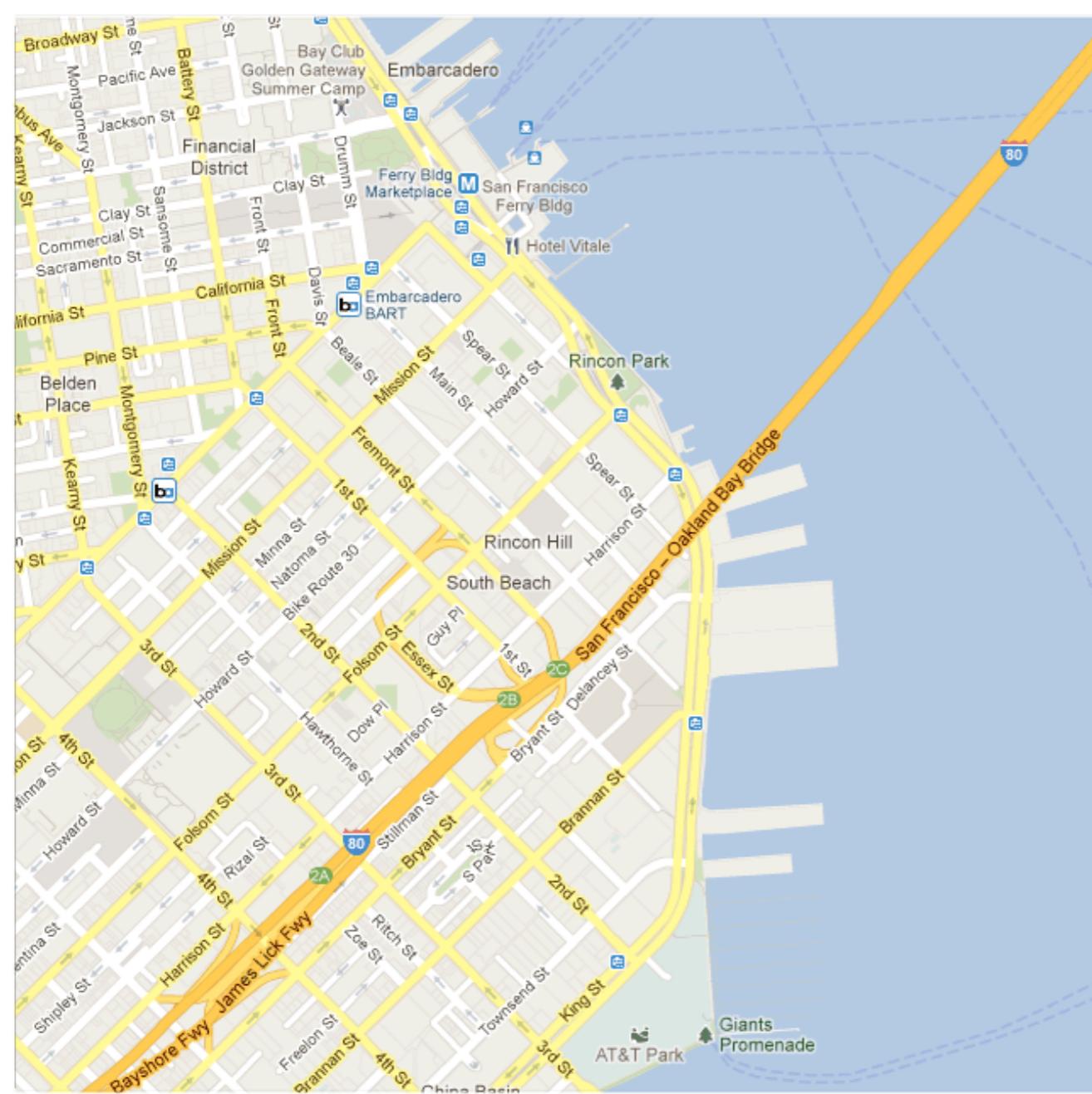


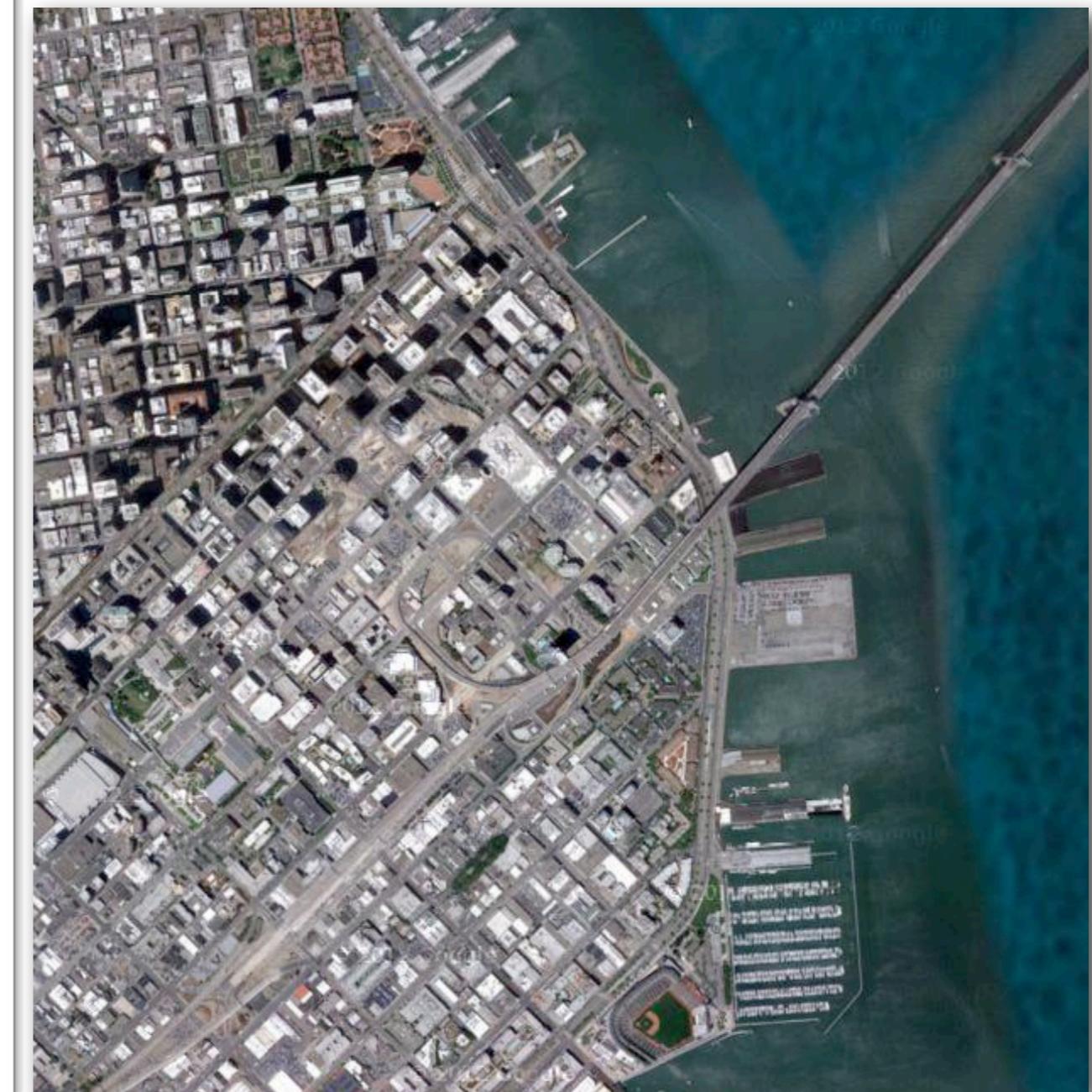
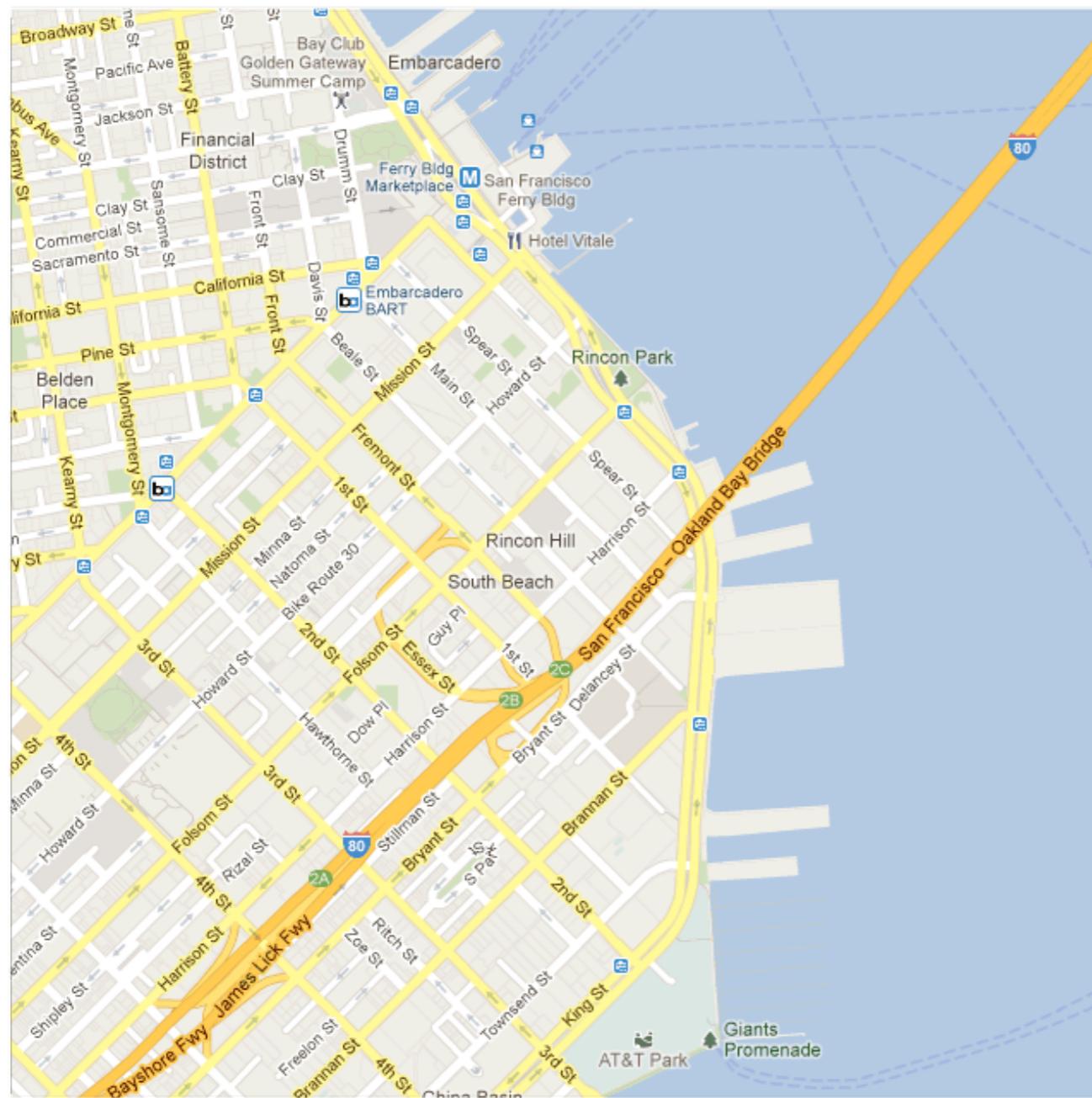


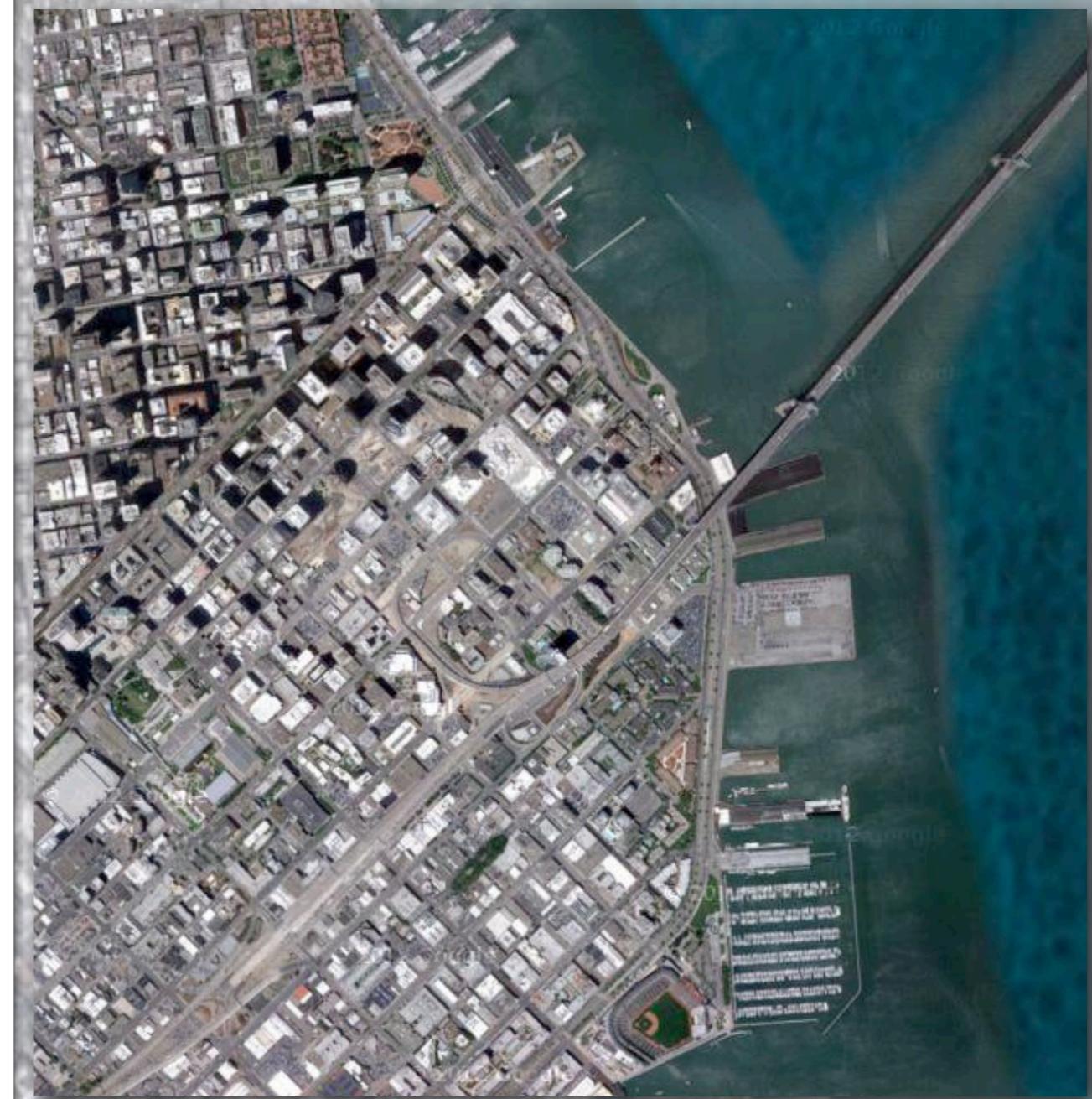
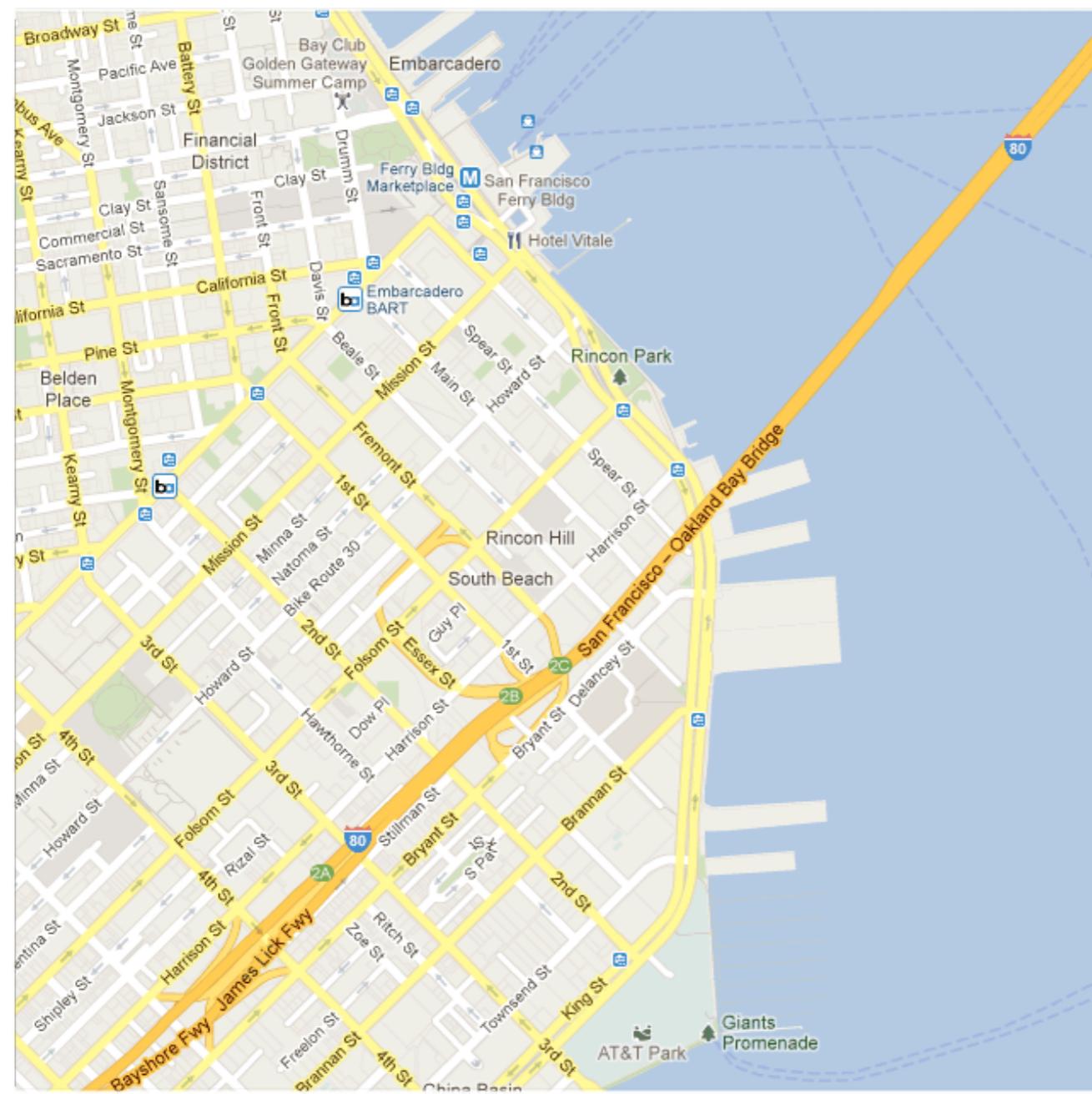
# Complex adaptive system

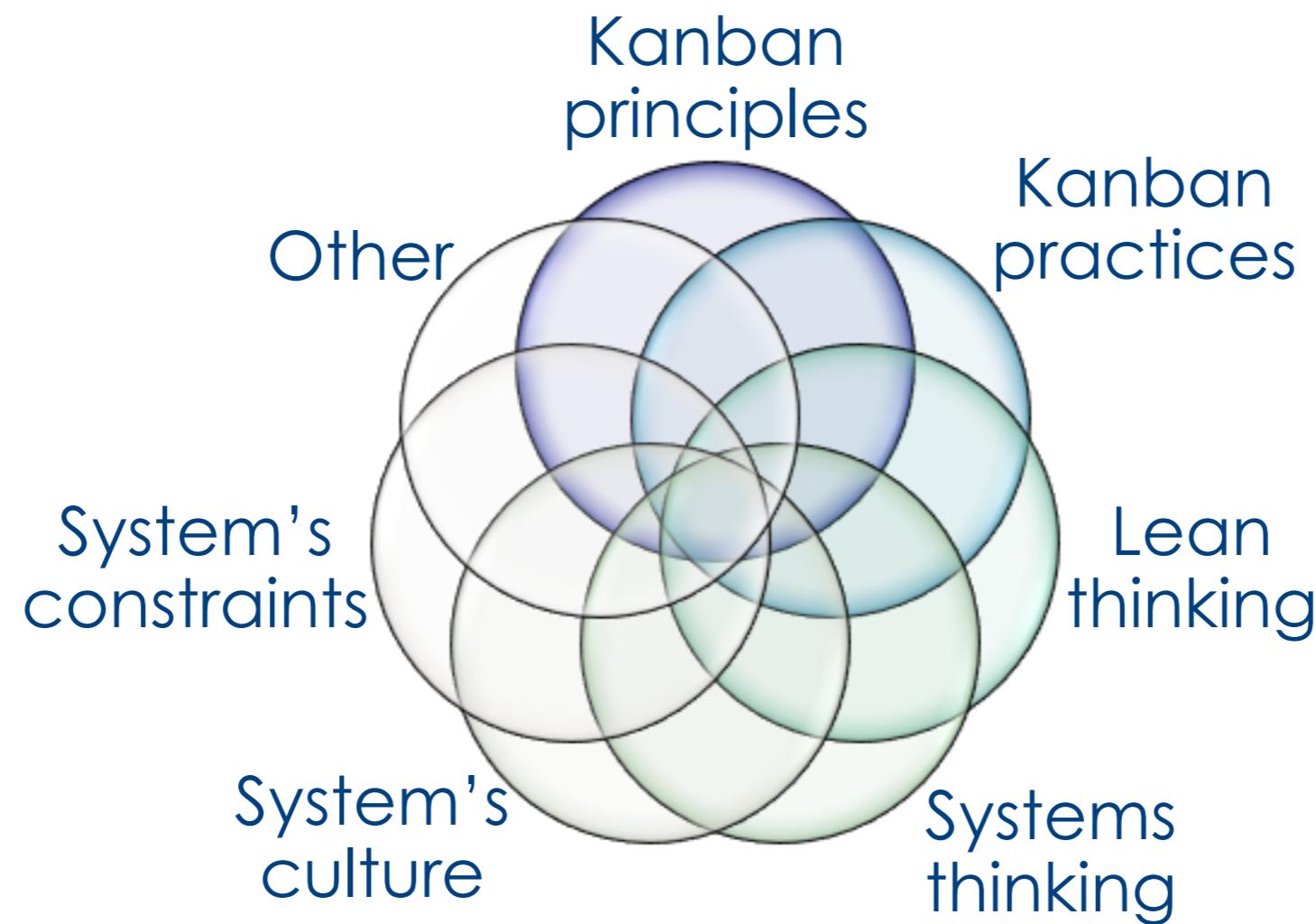


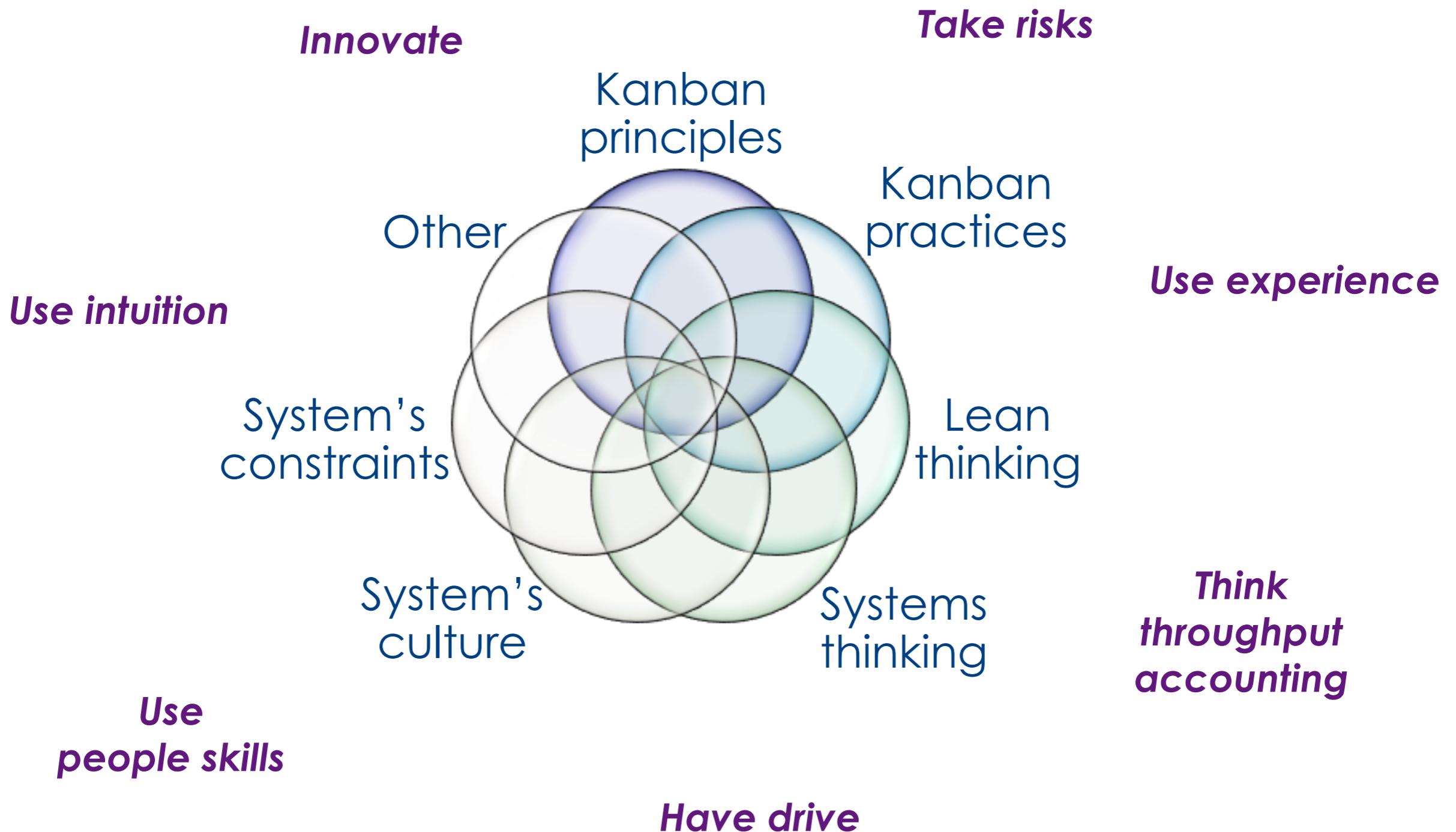








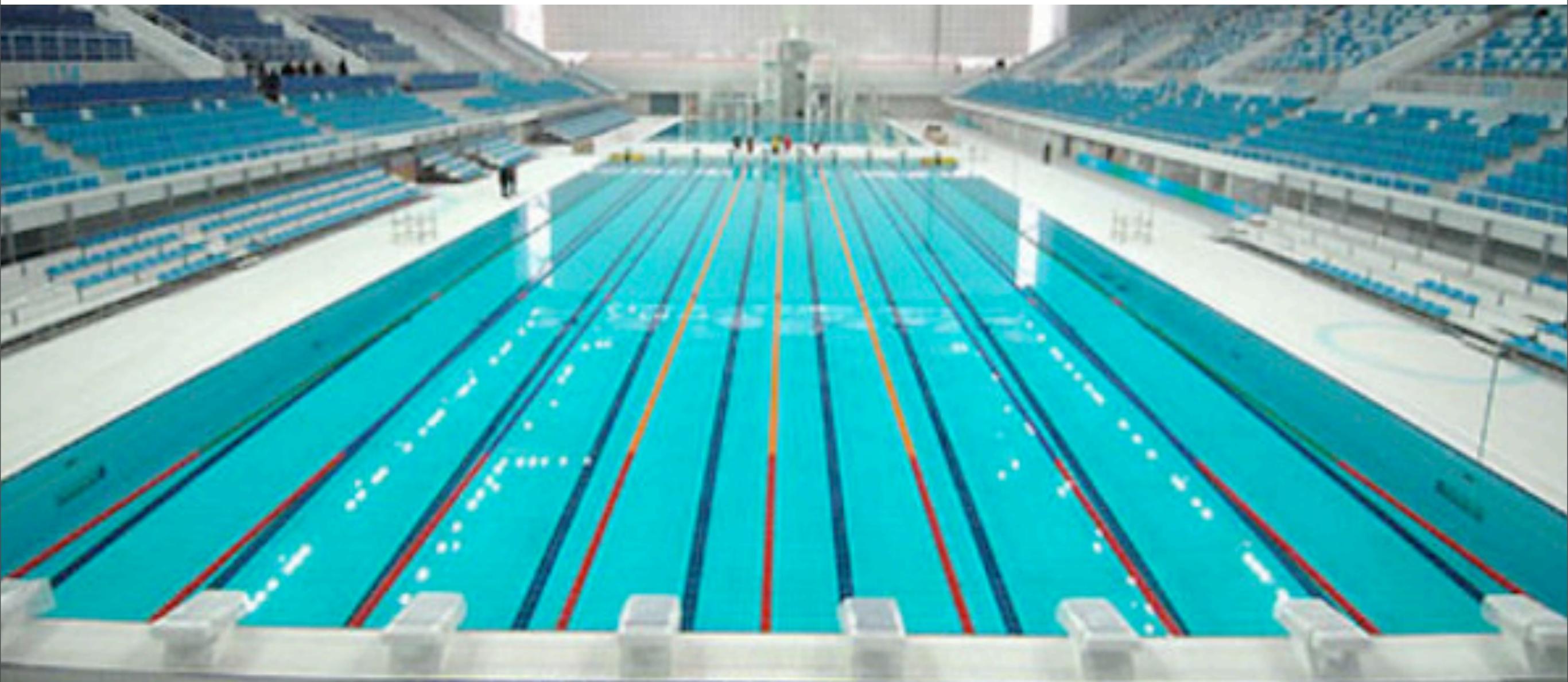




# Case



# Healthcare



**Bring awareness over the team & org**

**Bring awareness over the project**

**Creating a vision**

**Bringing the 2 Cos together**

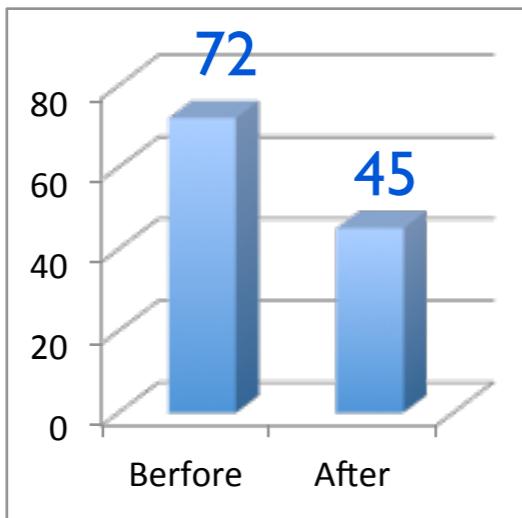
**Understanding the end users**

**Kanban to visualize and manage change**

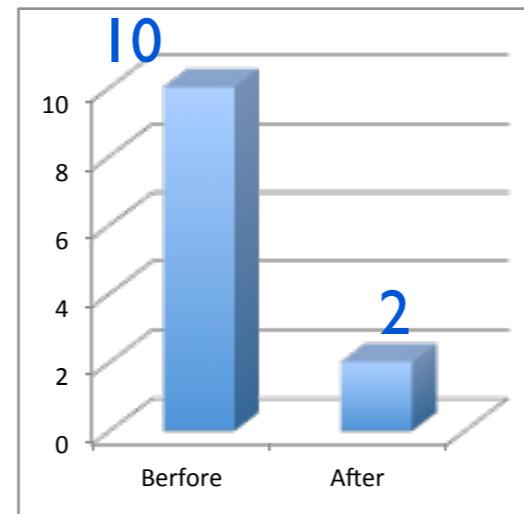
**S y s t e m s a n d l e a n t h i n k i n g**

## Improvements by end of month 1

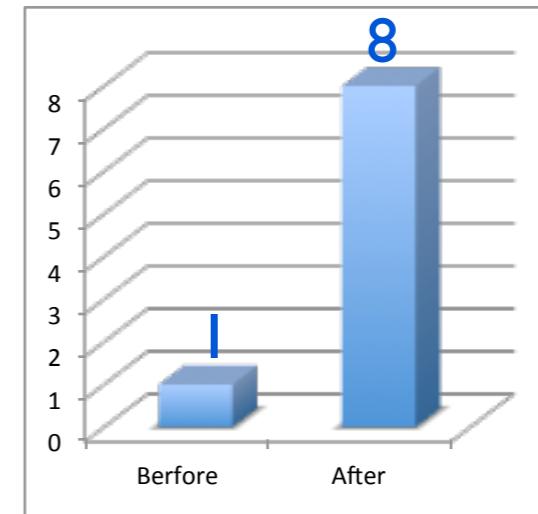
### Work (hrs/week)



### Reqs generation (days)

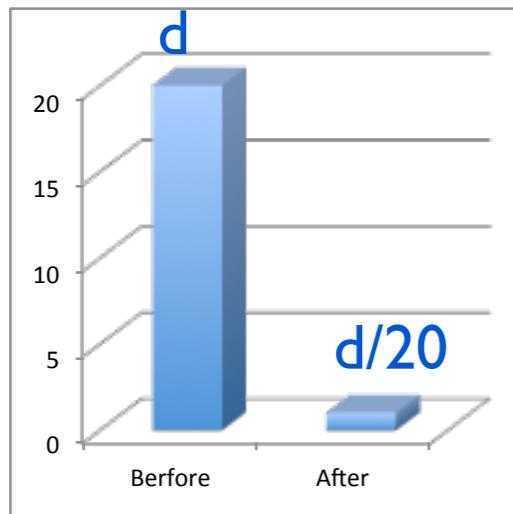


### Communication

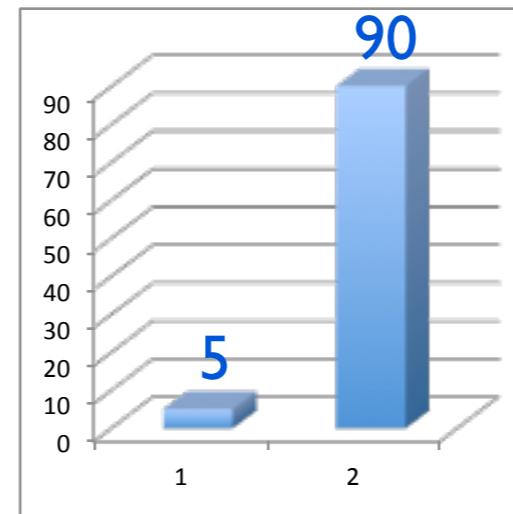


## Improvements by end of month 2

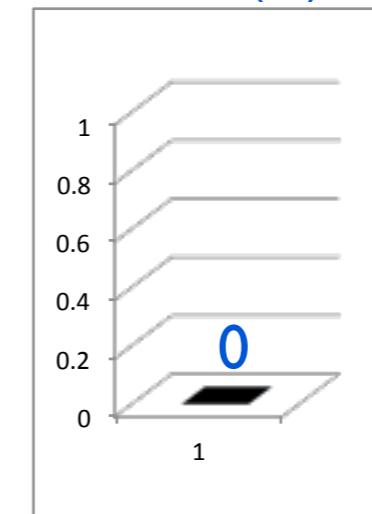
### Defects (ratio)



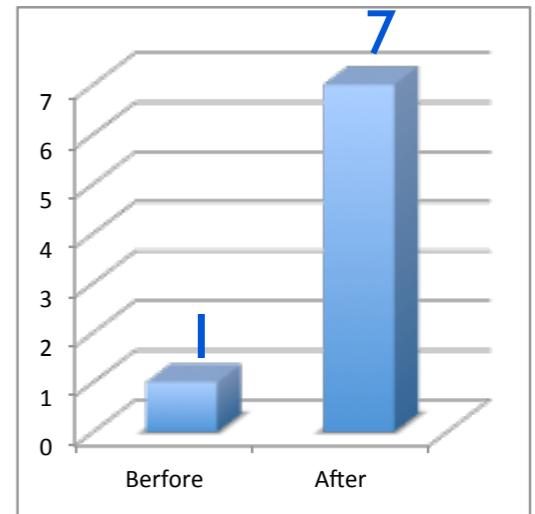
### Continuous integration (%)



### Layoffs & hires (%)



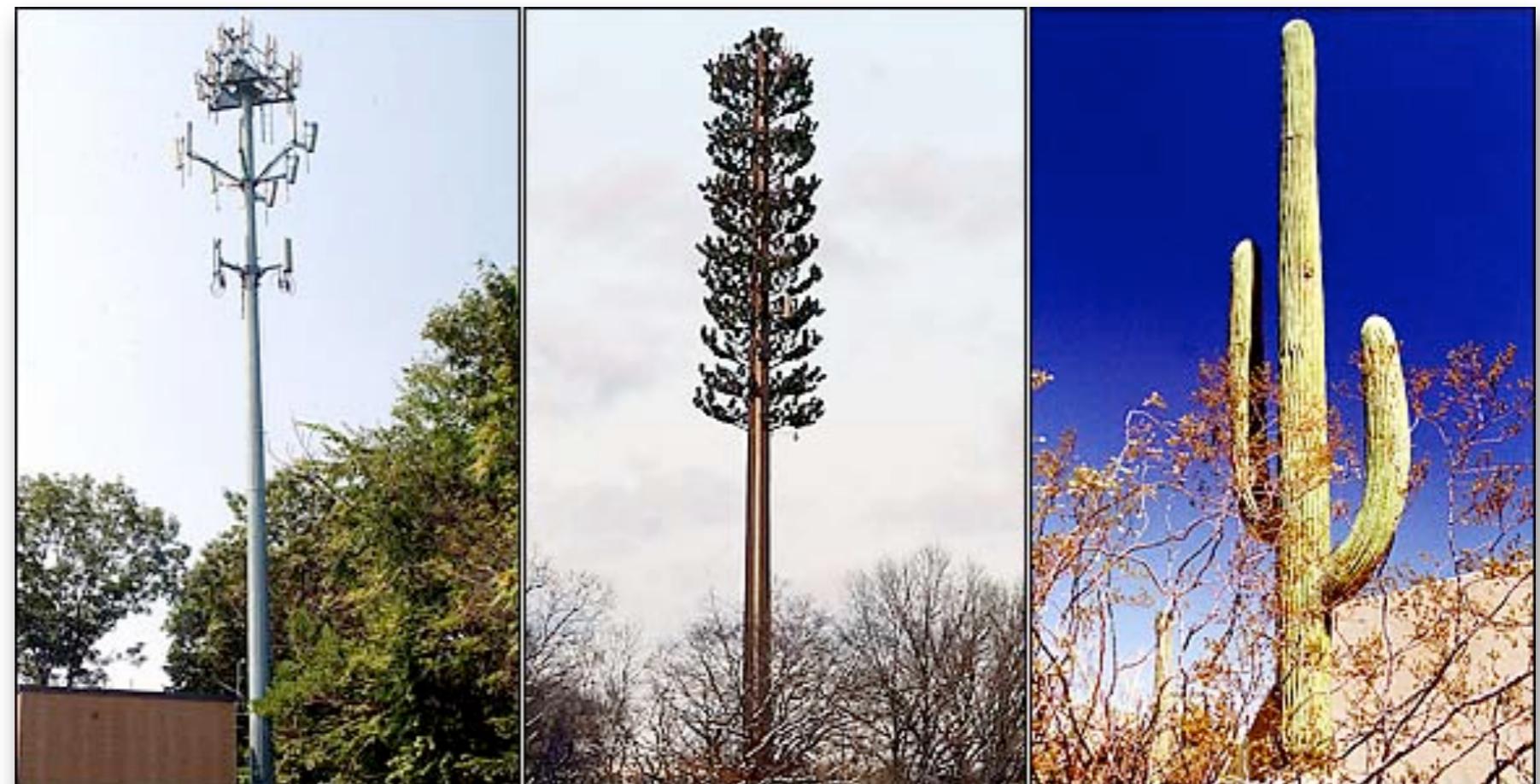
### Happiness factor



# Case

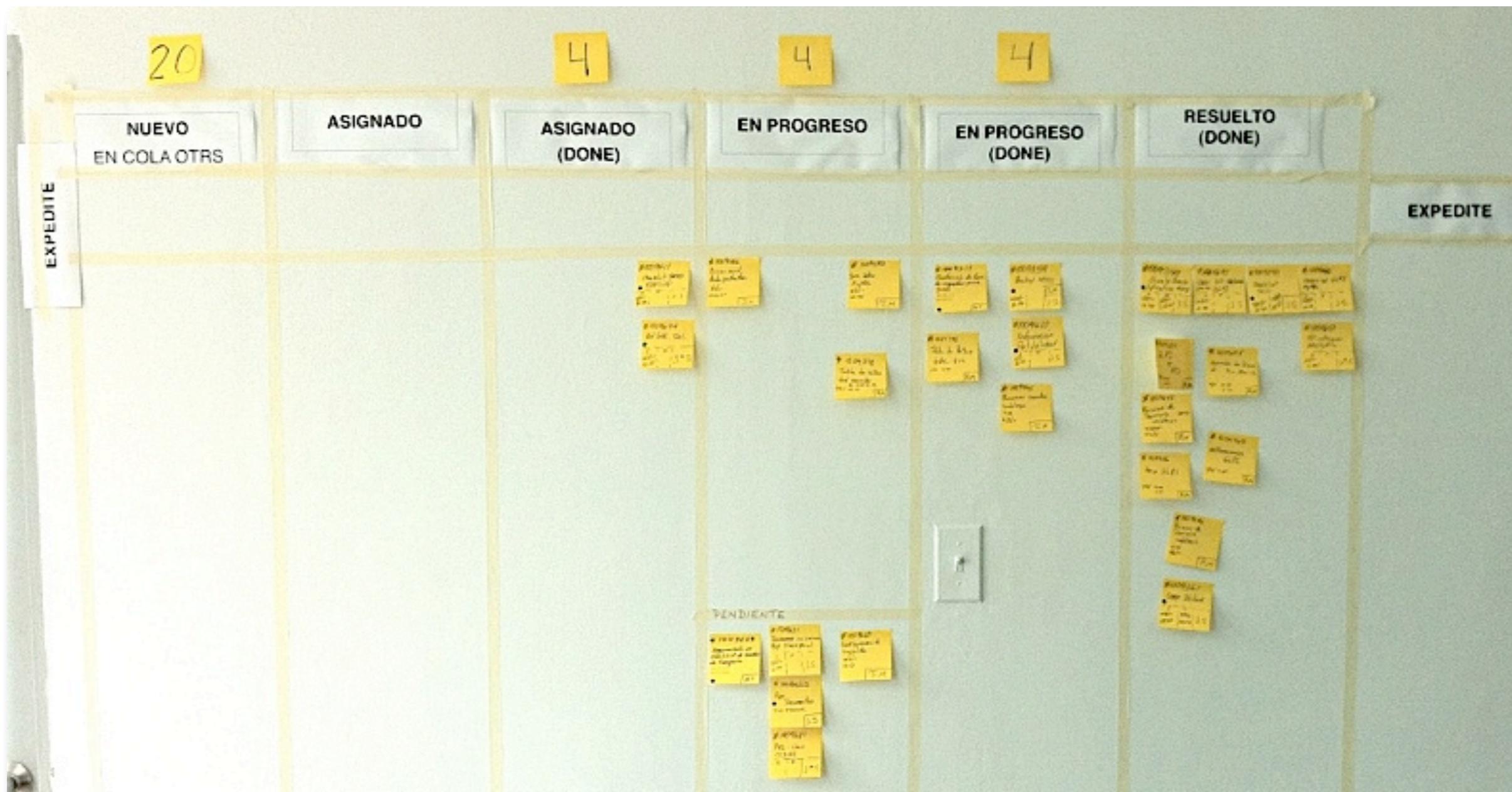


## Telecom



	Before	Improvements: months 1 and 2
Problems with contractors	Task assignment: random	Pull system with limitation of work in progress highly improved value flow
Communication with customers	Good	Very good
Internal communication and collaboration	Reasonably good	Excellent. High collaboration and communication (internal, with customers, and with contractors)
Motivation	Positive attitude on some but low motivation in some employees	High: proactive attitude

	Before	Improvements by month 5
On time delivery	86%	99% (backlog = zero)
Work hrs. per week	45	35





## Additional benefits

An important deficiency in contractors service was identified and operational improvements were implemented

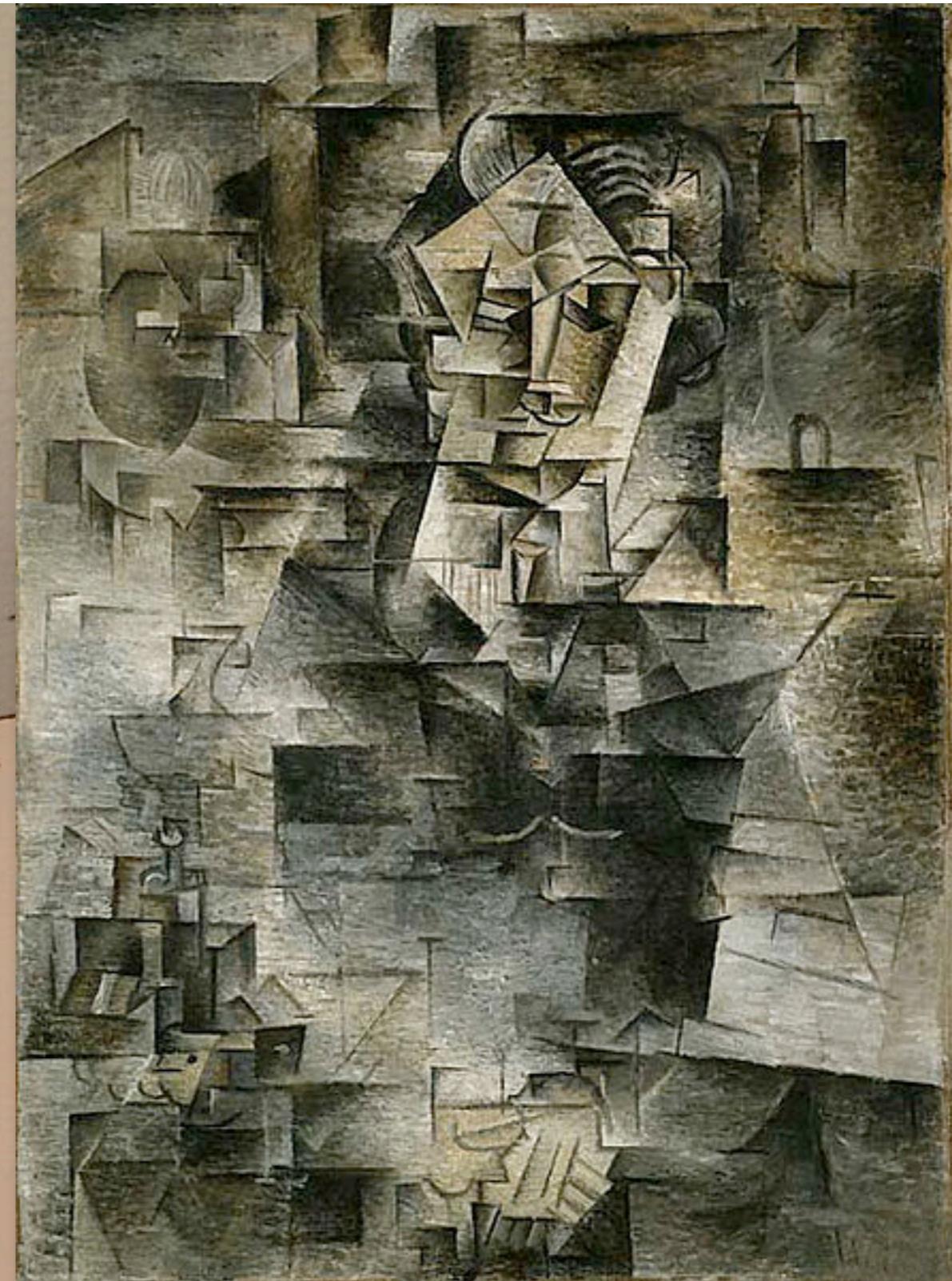
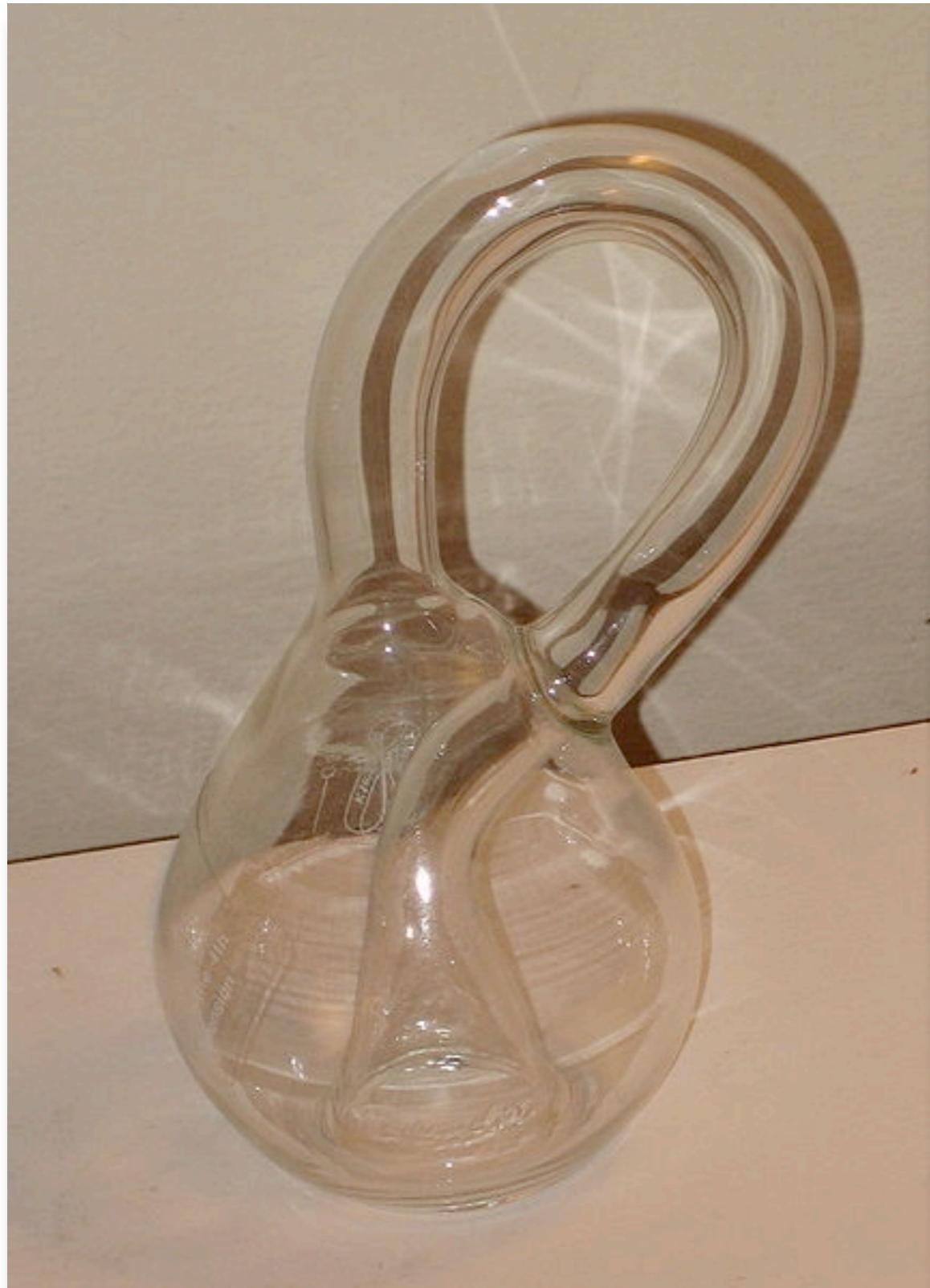
Contractors improve their service thanks to the influence from our improvements and advice

Most of our consultants have increased their skills to now become service managers

Customer satisfaction has been so high that our largest customer is transferring contracts from other providers to us

The same customer is now transferring project leadership to us

# Conclusion



# Thank You!

Visit us at –  
[www.valueinnova.com](http://www.valueinnova.com)

Write to me at –  
[masa@valueinnova.com](mailto:masa@valueinnova.com)

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[www.digite.com](http://www.digite.com)  
[www.swift-kanban.com](http://www.swift-kanban.com)

Write to us at –  
[sales@digite.com](mailto:sales@digite.com)