

Using Kanban to Improve Team Performance

# KANBAN EXPLAINED



CCSQ Lean Agile Center of Excellence

- Discuss Fundamental Rules of the Kanban Board
- Explore how can Kanban identify and reduce waste
- Examine How Kanban teams operate
- Learn to Design and Implement a Kanban board
- Understand Kanban Metrics

# Kanban Benefits

- ⦿ Kanban takes a lean thinking approach to improve processes
- ⦿ Helps identify wait, waste, and bottlenecks
- ⦿ The Kanban model helps improve predictability and productivity
- ⦿ It improves lead time which increases customer satisfaction

- Kanban was originally a “just in time” stock fulfillment model in grocery stores, using bins of food to reduce waste of perishable goods
- The technique was applied Toyota completed a study of in the 1940’s to better understand the evolving concept of marketplace demand
- Brought to the United States in the 70’s by W. Edwards Deming, who helped apply it to a variety of manufacturing processes and eventually led to the Systems Thinking field of study

# Kanban Basics

- ⦿ Translated from Japanese, Kanban roughly translates to “Visual Sign Board”
- ⦿ Work is **pulled** as capacity permits, rather than being pushed when requested by customer
- ⦿ Each column on a Kanban represents a process step that all work requires to be completed

# Kanban: Tool or Team?

- ⦿ A Kanban board is a tool used by teams to manage the flow of work
- ⦿ A Kanban team does not work in iterations, but constantly refines and prioritizes work
- ⦿ The Scrum Master for a team using Kanban as an Operating Model is sometimes called a Flow master

# Defining Tasks

- Tasks can be completed by one or more people with no internal or external dependencies
- Tasks are not steps in your process ie: Develop, Test
- Design Tasks around handoffs and dependencies

**What is a task?** One activity required in a sequence of activities to deliver value. Tasks should not require more than one person to complete.



## Kanban Columns

Look at each item below. Which are columns you might see on a Kanban, and which are not? Why? (10mins)

- Sign off
- Add database fields
- Refresh Data
- Complete
- Fix 508 Compliance Issues
- View security audit results
- Validate Email Address
- Waiting for Test
- Complete form 27B/6
- Unreleased
- Section 508 compliance
- Evaluating



- Visualize Your Work
- Limit Work In Progress
- Don't Push, Pull
- Use It, Adapt It, Improve It