KANBAN
SQLI DIGITAL EXPERIENCE

KANBAN IS BASED ON A LEAN APPROACH

Kanban is based on practices for change management and service delivery, which emphasize **evolutionary change** and **customer focus.**

It uses **visualization** with a kanban board, allowing a better understanding of work and workflow.

It advises **limiting work in progress**, which reduces waste from multitasking and context switching, exposes operational problems and stimulates collaboration to improve the system.

KANBAN PRINCIPLES

The method does not prescribe a specific set of steps, but **starts from existing context and stimulates continuous, incremental and evolutionary changes** to the system.
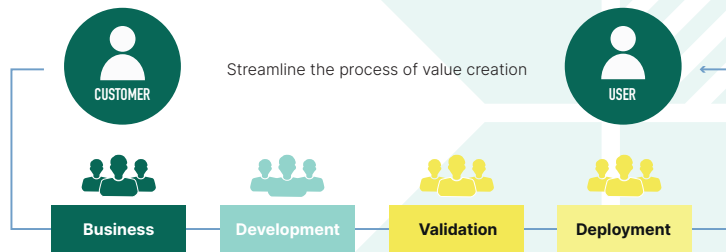
1 START WITH WHAT YOU DO NOW

2 RESPECT THE CURRENT PROCESS, ROLES, RESPONSIBILITIES & TITLES

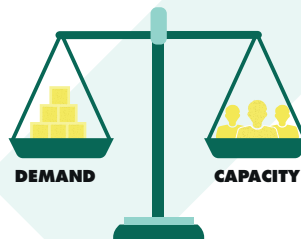**3** AGREE TO PURSUE INCREMENTAL, EVOLUTIONARY CHANGE

4 WITH LEADERSHIP AT EVERY LEVEL!

KANBAN OBJECTIVES

OPTIMIZE THE FLOW TO REDUCE THE LEAD TIME AND DELIVER BETTER VALUE TO THE CUSTOMER

CUSTOMER

Streamline the process of value creation

USER

Business — Development — Validation — Deployment

BALANCE CAPACITY AND DEMAND
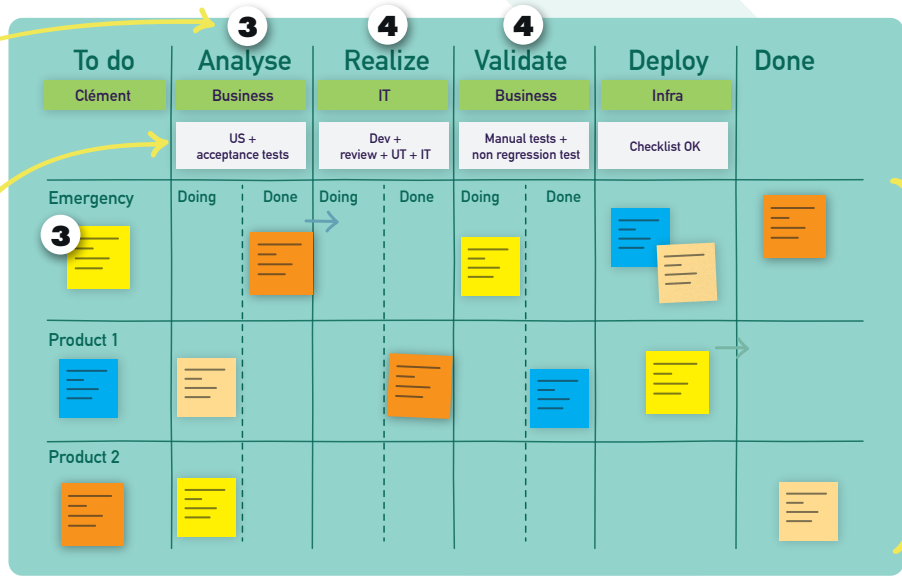
DEMAND   CAPACITY
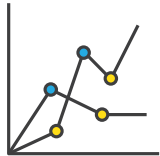
IMPROVE PREDICTABILITY AND QUALITY

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STOP STARTING, START FINISHING!

1 Visualize
The entire flow

2 Limit the work in progress
Based on your bottleneck capacity

3 Manage flow
Monitor, measure and optimize the whole

4 Make policies explicit
Definition of done, team rules

5 Implement feedback loops
Process, interprocess, organization

6 Improve collaboratively, evole experimentally
Using model and scientific methods

	To do	Analyse **3**	Realize **4**	Validate **4**	Deploy	Done
	Clément	Business	IT	Business	Infra	
		US + acceptance tests	Dev + review + UT + IT	Manual tests + non regression test	Checklist OK	

Analyse: Doing / Done — Realize: Doing / Done — Validate: Doing / Done

Emergency

Product 1

Product 2

Used to dispatch tasks in different streams

Swimlanes

METRICS
Metrics can be used to measure the effect of a process' change on your team's productivity or to provide visibility of your team's performance and targets.
Eg: Cumulative Flow Diagram / Control chart

PUSH SYSTEM
OH NO !
Does not take into account the capacity of the other team.

PULL SYSTEM
The other team pulls work according to its capacity.

CLASSES OF SERVICE
To categorize items based on risk; may have different definitions of done, and different WIP limits

Examples:
• Urgent / fixed date / standard / intangible
• Support / incident / change / technical