

Triage Tables

PRAGMATIC, ACTIONABLE, QUALITATIVE GUIDANCE ON COST OF DELAY

LIFECYCLE PERIOD - 2

ULTRA-SHORT

FIXED DATE

FIXED DATE

FIXED DATE

STANDARD

STANDARD

STANDARD

STANDARD

INTANGIBLE

(1 delivery cycle)

FIXED DATE

FIXED DATE

STANDARD

STANDARD

NTANGIBLE

NTANGIBLE

INTANGIBLE

MEDIUM

LIFECYCLE PERIOD - 5

MEDIUM

(2-4 delivery cycles)

FIXED DATE

FIXED DATE

STANDARD

STANDARD

STANDARD

INTANGIBLE

INTANGIBLE

INTANGIBLE

LEAD TIME - 1 LIFECYCLE PERIOD - 10

EXTRA-LONG

(5-10 delivery cycles)

FIXED DATE

STANDARD

STANDARD

STANDARD

INTANGIBLE

INTANGIBLE

INTANGIBLE

INTANGIBLE

INTANGIBLE

EXTRA-LONG

STANDARD

STANDARD

STANDARD

INTANGIBLE

INTANGIBLE

INTANGIBLE

INTANGIBLE

INTANGIBLE

INTANGIBLE

INTANGIBLE

INTANGIBLE

Modify default

position using

tables **7.1** or **7.2**

advice from

(>10 delivery cycles)





Use Triage Tables with Menta Triage DS application. ■ More information: mauvisoft.com

USING TRIAGE TABLE

Choose the lifecycle value function which best matches

the opportunity (work item). 1

Determine the "desired delivery date": when the lifecycle begins (or value creation is first possible).

Determine the shelf-life ratio: the ratio between the lead time (how long does it take to deliver) vs. lifecycle period

(how long will you receive a benefit from it). 2 Look up the Triage Tables for default class of service. (3) (4)

PART 1. DETERMINING DEFAULT CLASS OF SERVICE PART 2. MODIFYING CLASS OF SERVICE FOR START DATE Determine the start date range using: today's date, lead time

period and your desired delivery date. **5** Determine customer expectations for delivery time:

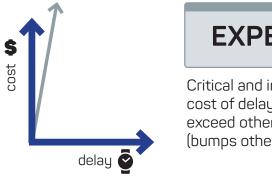
Don't care: without any expectations. SLA/SLE: within Service Level Agreement / Expectations Deadline: delivery date is fixed.

ASAP: as soon as possible. Zero Tolerance: missed delivery date = total loss of the

Indicate the lead time probability curve: thin or fat tailed. 6.1 6.2

Look up Triage Table modifier - thin or fat tailed according to your case 7.1 7.2 Read how to change your previous position. Come back to the Class of Service Triage Table 3 or straight to the Classes of Service explanation 4 in case of an "Expedite" result to find out about the class of service of your work item.

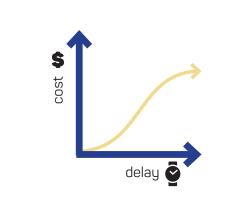
CLASSES OF SERVICES MAPPED TO **COST OF DELAY**



EXPEDITE Critical and immediate cost of delay; it can exceed other kanban limit (bumps other work).

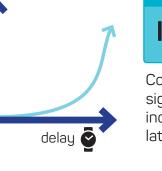
levelling out.

FIXED DATE Cost of delay goes up significantly after



INTANGIBLE





INTANGIBLE Cost of delay may be significant but is not incurred until significantly later (if at all).

FAT-TAILED

Poor predictability

Median (50% ile)

long delays

DISTRIBUTION

potentially high impact from

TRIAGE TABLES MODIFIERS

CUSTOMER EXPECTATIONS

ASAP

ZERO

DEADLINE

DEADLINE

DEADLINE

DEADLINE

DON'T CARE

TOLERANCE

Look up thin-tailed or fat-tailed Triage Table modifier, as appropriate, and determine modified location on Triage Table. 3

CLASS OF

EXPEDITE

EXPEDITE

EXPEDITE

EXPEDITE

FIXED DATE

FIXED DATE

STANDARD

INTANGIBLE



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DON'T CARE

INTANGIBLE