

Kanban Maturity Model



A map for resilience, reinvention and customer satisfaction

Release 1.2

BENEFITS	RISK	ACTIONS		SCOPE		Organizational Maturity	VALUES	FOCUS	TRUST	LEADERSHIP
Relief from Overburdening: Get things done		OITOVIO	CHAUTIC	Task	0	Oblivious	Achievement	Who I am	W	INDIVIDUALISM
 Improved transparency Less overburdened people Customer Awareness Basic understanding of 	FRAGILE	TACTICAL	REACTIONARY	Delirable	1 Team-Focused	Collaboration Taking Initiative Transparency	Who	107	MSIT	
workflow Improved collaboration Greater empathy Improved quality of work Basic understanding of demand and capability Managerial coordination		TAC	ONALIG	Product Service	2	Customer- Driven	Cutomer Awareness Flow Understanding (internal) Respect Evolutionary Change Acts of Ledership Narrative	we are		TRIBALISM
Meeting customer expectations Shorter Lead time Fast and balanced workflow Predictability Meet SLAs Actionable metrics	RESILIENT	ERATIONAL	NABLE	Product Lines Shared Services	3	Fit-for-Purpose	Customer Service Balance Understanding (external) Fitness for Purpose Leadership at All Levels Unity & Alignment Short-term Results Agreement	Why we exit	PURPOSE	
Risk Management Risk Hedging Quantitative analysis Dynamic scheduling Robusted economyc	ROBUST	OPERAT	7	Product Lines Services Portfolio	4	Risk Hedged	Customer Intimacy Deeper Balance Competition Data-driven decision making Leadership Development Regulatory Compliance Fairness Business Focus	What we do	Ļ	UNITY SHARED P
Organizational Agility Re-configurable shared services Workforce flexibility Perfectionism	RAGILE	TEGIC	CONGRUENT ANTICIPA	es Portfolio	5	Market Leader Experimentation Equality of Opportunity Social Mobility Perfectionism How we do it	T	ALIGNMENT UN		
Built to Last Congruent organization Robbust to external changes Reinventing capability Long-term security	ANTIFR	STRATEGIC		Business Lines Portfolio	6 B	Built for Survival	Congruence Long-term Survival Tolerance & Diversity	Reinvention		ALIG

KANBAN METHOD

General Practices

- 1. Visualize (with kanban board)
 - 2. Limit work-in-progress (with kanban)
 - 3. Manage flow
 - 4. Make policies explicit
 - 5. Implement feedback loops
 - Improve collaboratively, evolve experimentally using models & the scientific method

Service Delivery Principles

Your organization is a network of interdependent services with policies that determine its behavior.

Therefor

- 1. Understand and focus on the customer's needs and expectations
- Manage the work; let workers selforganize around it
- 3. Regularly review the network and its polices to improve outcomes.

Change Management Principles

- Start with what you do now
 - Understanding current processes, as actually practiced
 - Respecting existing roles, responsibilities & job titles
 - 2. Gain agreement to pursue improvement through evolutionary change
 - 3. Encourage acts of leadership at all levels

