



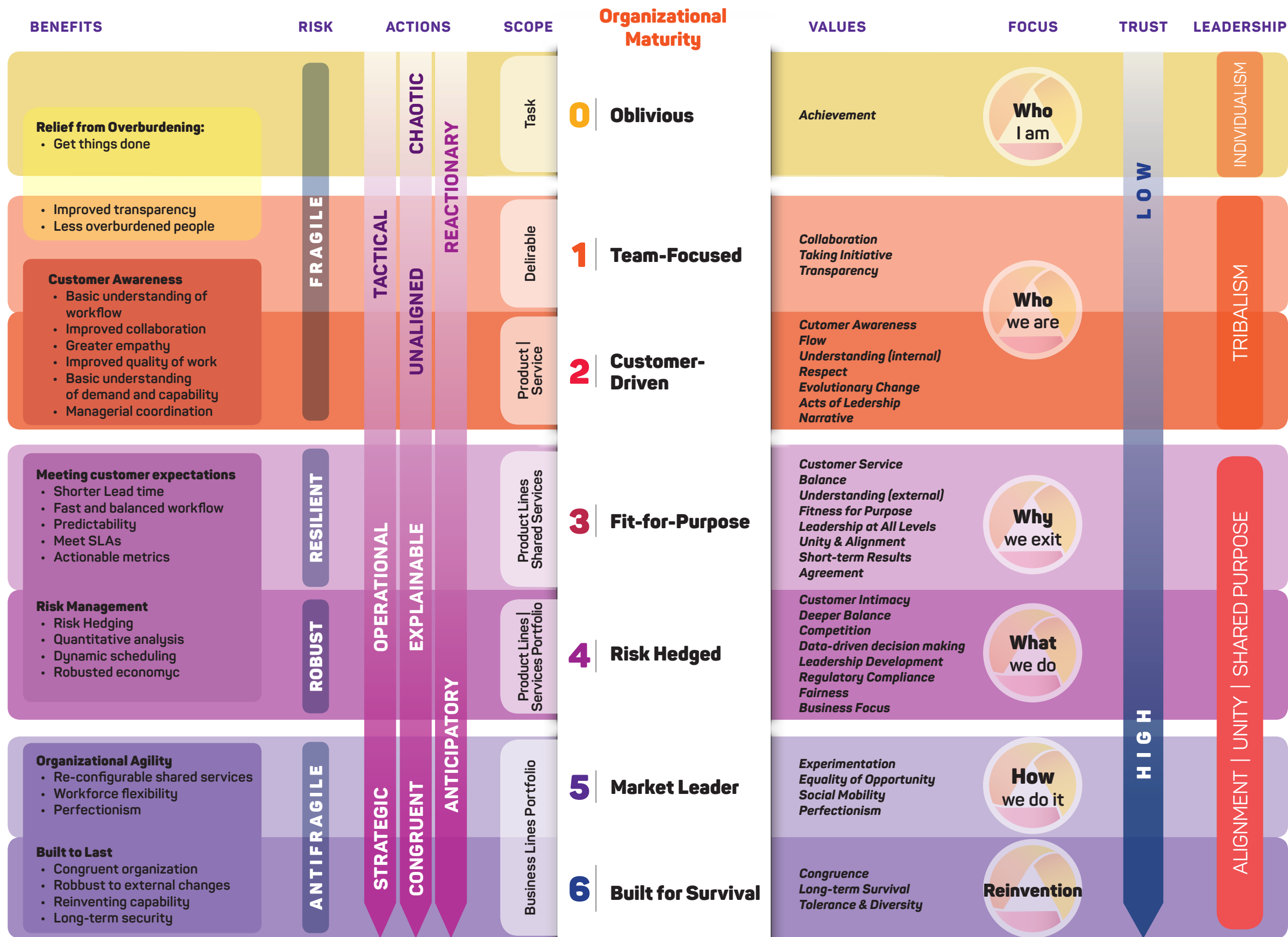
Kanban Maturity Model

A map for resilience, reinvention and customer satisfaction

Release 1.2



TM



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
6. 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.
- Therefore:
1. Understand and focus on the customer's needs and expectations
 2. Manage the work; let workers self-organize around it
 3. Regularly review the network and its polices to improve outcomes.

Change Management Principles

- ▶
1. 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



More information: www.kanbanmaturitymodel.com

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