Around the world with Kanban

3 continents // 20 teams // 10 months

BlinkLane Consulting

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LKBX16

Kanban board

Backlog

Case introduction

Results

Our approach

Learnings

Q&A

In progress

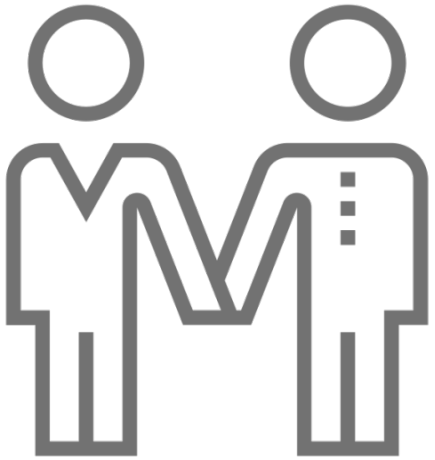
Done

Case introduction

Remoteness

The watermelon effect

Goals



Improved collaboration among departments

Higher level of understanding of customer expectations

Increased efficiency and effectiveness

Goals for operations

Reduction of incidents:

20% in 12 months

40% in 24 months

Shorten the time-to-market:

Decrease of deployment time of 25% in 12 months

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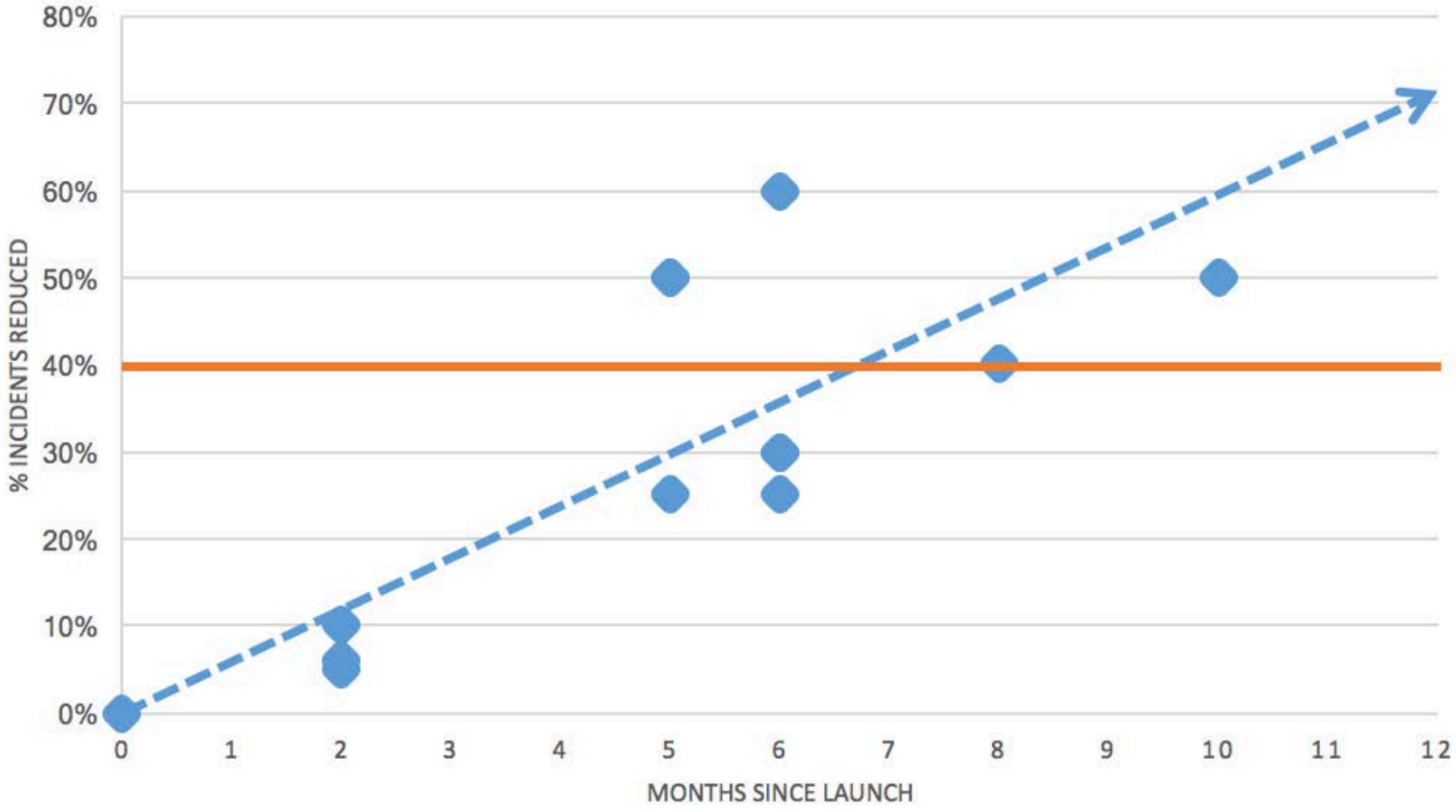
Results

20 Kanban teams are trained and coached

12-month target for reduction in deployment time reached within 6 months

Great results in terms of incident reduction

KPI's – Incident Reduction



24 month target

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Bootstrap?!

- Preparation
- Training
- Coaching
- Customer Focus
- Measuring progress

UNDERSTAND & DESIGN

// 2 weeks

READY…

Compose teams

Gather and analyze information

Freeze scope

Select design & way of working

Communicate and prepare for train and launch

TRAIN & LAUNCH

// 4 weeks

SET...

Training

Set-up way of working

Redefine scope

Build trust

Launch, familiarize, follow-up training

DO & MEASURE | INSPECT & ADAPT | EMBED & GROW

// 10 weeks

GO!

Coach the team and individuals

Feedback loops

Behaviour

Visualization

Measure

Progress

Results

Inspect & Adapt

Behaviour

WoW

Visualization

Inspire (when needed)

Prepare for next steps in growth

Introducing demo session: customer focus

Team setup

Stakeholder(s)

Product Owner

Team

Flow master

Start of the Week

Goal	• To review how the last week has been • To make sure that the whole team is aligned with the needs of the customer. • To allow the team to commit to the delivery
When	After Replenishment session
Frequency	Once a week
Duration	▪ Approximately 1 hour
Who	Product owner, Flow master, Team
Pre-requisite	▪ The backlog is up to date; READY ▪ There is a selection of work that needs to be done available

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Lessons learned

- Dedication
- Management involvement
- Bring teams together at the start
- Internal change agents

BlinkLane Consulting is an advisory firm that was founded in 2007. It has its origin in IT management, focusing on improving the value of IT. In our 9 years life span, we have evolved together with our clients. We continuously innovate our services to keep delivering point value to our clients to deal with today's challenges.

For 2016 our focus is on the following 4 themes:

- Scaling Agile
- Strategic Sourcing
- Innovation & Venturing
- Digital Transformation

Our purpose:
" To succeed beyond ambition"

BlinkLane Consulting

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