

Building Your Innovation Pipeline

With Kanban Practices

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Show of Hands



Who would describe your organization as innovative?

Show of Hands



Who feels like there's room for improvement in your organization's innovation practice?

About Me: Sarah Jane Cunningham

Capital One Innovation Lab

Agile Coach & Project Manager

Lockheed Martin Corporation

Program Manager

Florida State University

Master of Business Administration



About Capital One Labs

We explore the intersection of emerging technology and finance.



DC Lab
3030 Clarendon Blvd
5th floor
Arlington, VA 22201



NY Lab
114 Fifth Ave
6th floor
New York, NY 10011

What We Do

Build proof-of-concepts and partner with other teams in the company to ship products.

Explore the future of finance by gaining an understanding of the problems that people will face within the next three years.

In addition to regular projects, we encourage our associates to spend time working on personal passion projects that they think will most benefit Capital One®.



Sample Projects

Infrastructure for Machine Learning

Redesigning the Credit Card

Fraud Data Visualization Tool



Overview

1

Why Innovation Isn't Easy

Common mistakes and how to avoid them

2

Providing Structure

How to provide structure to enable innovation

With Kanban Practices

3

Rituals

Establish rituals that will help build your idea backlog

With Kanban Practices

4

Wrap Up

Actionable steps to start building your innovation pipeline

Why innovation isn't easy

4 common mistakes



Swiss Cheesing

Poking holes in new ideas

Common Mistakes



Lacking Trust

Teams without trust miss opportunities for improvement

Common Mistakes



Afterthought Engagement

“Selling” your projects

Common Mistakes



Zombie Projects

Projects that stagnate

Common Mistakes



Recap:

Common Mistakes

Swiss Cheesing

Lacking Trust

Afterthought Engagement

Zombie Projects

Structure to enable innovation

*5 ways to provide structure
with kanban practices*



Kanban Practices

1. Visualize
 2. Limit Work in Progress (WIP)
 3. Manage Workflow
 4. Make Policies Explicit
 5. Implement Feedback Loops
 6. Improve Collaboratively,
Evolve Experimentally
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System of Record

Store and organize your ideas

Kanban Practice: Visualize

Provide Structure



Success Criteria

Identify what success looks like

Kanban Practice: Make policies explicit

Provide Structure

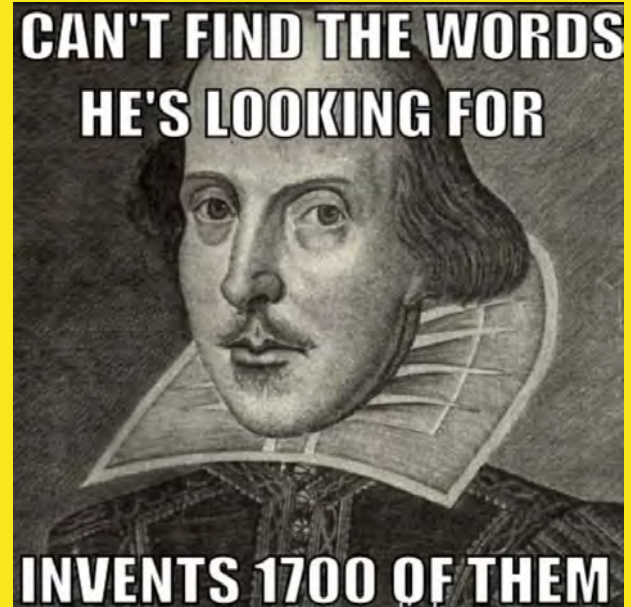


Vocabulary

Choose your definitions

Kanban Practice: Make policies explicit

Provide Structure



Small Scale Tests

Limit cost and risk, get data

Kanban Practice: Improve collaboratively, evolve experimentally

Provide Structure



Invite Risk

Work closely with your risk team

Kanban Practice: Implement feedback loops

Provide Structure



Recap:

5 Ways to Provide Structure

Provide Structure



Identify a System of Record

Set Criteria for Success

Choose Vocabulary

Create Small Scale Tests

Invite Risk

Rituals to build your idea backlog

*4 rituals to establish
with kanban practices*



“Yes, and...”

Build on ideas

Kanban Practice: Improve collaboratively, evolve experimentally

Rituals to Practice



Create Cadences

Form good habits

Kanban Practice: Implement feedback loops

Rituals to Practice



Time to Dream

Dedicate time for innovation

Kanban Practice: Improve collaboratively, evolve experimentally

Rituals to Practice



Graduation + Retirement Parties

Celebrate endings + triumphs

Kanban Practice: Implement feedback loops

Rituals to Practice



Recap:

4 Rituals to Practice

Rituals to Practice



“Yes, and...”

Create Cadences

Dedicate Time to Innovate

Celebrate Endings and Triumphs



Next Steps

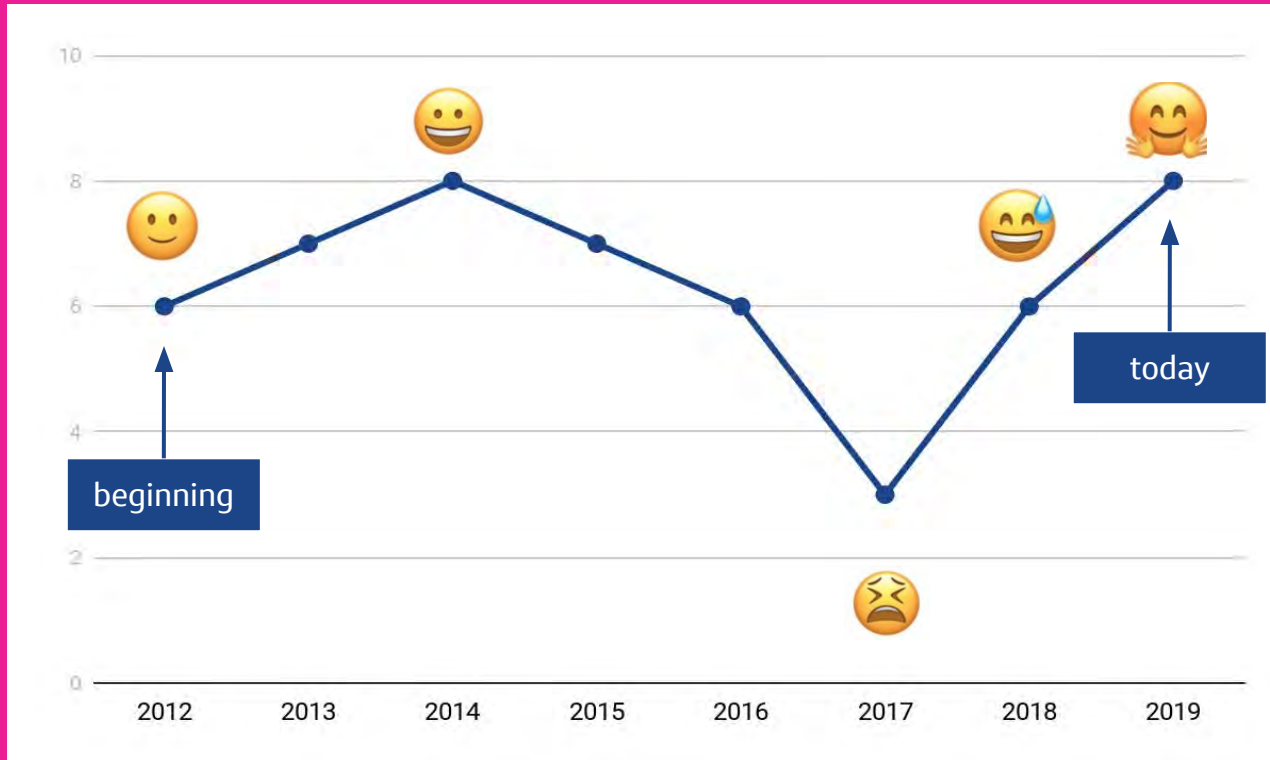


Next Steps

Top 3 things to start doing today

1. Designate a place to store your new project ideas & tell people about it!
 2. Determine your success criteria & publish
 3. Set up cadences to start generating & reviewing new ideas - have fun!
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Labs Journey Map



Questions?



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