CURRICULUM

Options, Commitment & Delivery

Posit Science case study
Seeing Services – how to put the Kanban Lens into action

Understanding Kanban Systems
- review from Foundation training
- understanding commitment
 - Little's Law
- defining Service Agility

Options
- understanding Real Options
- the value of options under various forms of uncertainty
- how to balance option development with committed delivery based on uncertainty and risk

Upstream Kanban
- embedded options
- governance framework for option development versus committed delivery
- minimum & maximum WIP limits
- discard rates in relation to uncertainty in the business domain
- defining organizational boundaries & commitment points

Replenishment & Commitment
- replenishment meetings
- synchronous vs asynchronous commitment

Understanding Lead Time
- histograms and distribution curves
- flow efficiency and its implications
- identifying sources of delay

Understanding Variation
- recognizing the type of variation
- coping with chance cause variation through policy changes
- understanding assignable cause variation and its relationship with event-driven risk
- learning the dynamics that shift a lead time distribution

APPLICABILITY

This class is ideally suited to a single corporation for private delivery on premises. Typical scope should be a medium-sized entity or a product or business unit of a larger entity. The class is most suitable for the private sector but is adaptable to public sector environments.

FIND A CLASS

Enterprise Services Planning classes are currently offered exclusively through David J Anderson & Associates, Inc. and certified by Lean Kanban University (LKU).

For open registration classes please consult our training listings at **http://djaa.com/training.**

To request a class in your area, or to request a private class, please email **sales@djaa.com.**

Enterprise
Services
Planning

LeanKanban
UNIVERSITY

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Module 1
Enterprise Services

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LEARNING OBJECTIVES

Observe STATIK (Systems Thinking Approach to Implementing Kanban) in action. Understand risk profiling, asynchronous commitment and evolutionary change.

Learn how to see services in an existing organization that can be improved with Kanban. Understand that several services can be aggregated onto one kanban board and serviced by one team, or department.

Understand fundamentals of kanban system mechanics at an advanced level including symmetrical versus asymmetrical commitment, Little's Law, and how to define service delivery agility.

Understand Real Options theory and learn to recognize the value of options under different conditions of uncertainty Understand upstream Kanban, embedded options, and minimum & maximum WIP limits.

Learn how to define a commitment point and organizational boundary based on uncertainty and risk assessment of the business domain.

Learn to read and use lead time histograms and distribution curves. Understand the relationship of lead time distribution to Little's Law.

Understand the definition and implications of flow efficiency and the system dynamics that affect lead time.

Learn to identify typical sources of delay.

Learn the different types of variation and how to manage them appropriately.

Learn the management levers that can be pulled to shift a lead time distribution curve.

Learn to use lead time distribution curves to communicate probability of delivery times and indicate predictability of delivery.

This class offers a thorough understanding of kanban systems for services. Learn how to improve agility by using the levers of options, commitment points, and WIP limits. Manage various sources of delay to improve predictable delivery.

Duration: 1 day

Prerequisites
There are no prior training class requirements, but the following is recommend:
• KMP (Kanban Management Professional) status recommended
• or knowledge and experience of using kanban systems for services delivery

Foundation level review of Kanban systems is included.

WHO SHOULD ATTEND?

"I am a product manager and I'd like to know how to use Kanban to manage development of ideas and requirements."

"I am a product manager and I'd like to work more effectively with our delivery partners."

"I am a service delivery manager and I'd like to know how to facilitate commitment meetings and replenish our kanban system."

"I am a project manager and I want to know how to make and communicate plans when we are using Kanban to manage our delivery."

"I am a function manager and I want to understand how we can improve our delivery performance, shorten lead times and improve predictability."

"I am a process engineer and coach and I want to know how to advise our delivery organization on process improvement."