

# ABOUT THE KMM

The **Kanban Maturity Model (KMM)** provides a map to guide an organization's journey toward business agility and fitness for purpose.

Based on observed Kanban patterns and practices as well as organizational culture, the Kanban Maturity Model addresses *where you are now* in your improvement path and *where you should look next for effective improvements that last*.

## KMM APPRAISAL

KMM Appraisers are trained to evaluate an organization on several points:

- Depth of Kanban initiative
- Adoption of Kanban practices
- Achieved outcomes
- Culture, values and leadership

## GET STARTED

Does your organization have the culture, leadership, and capability to reach your desired level of maturity?

If not, what challenges and opportunities need to be embraced for improvement?

## LEARN MORE

Contact: [kmm@leankanban.com](mailto:kmm@leankanban.com)

## CONTACT US

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# THE KANBAN MATURITY MODEL

Lean Kanban

## LEVEL 0 OBLIVIOUS

The organization is oblivious to the need for process. Individuals complete tasks with little team collaboration. Basic personal kanban boards evolving to an awareness of too much work in progress.

## LEVEL 1 EMERGING

Process definition is emerging but may be applied inconsistently. There is a concept of teams and collaboration but poor alignment. Individual heroics are common. May have a basic team kanban board or a board with tasks separated by team member.

## LEVEL 2 DEFINED

Basic processes, workflow, and policies are established and followed consistently but desired outcomes are inconsistent. Quality and service delivery are uneven. Improvements such as per-person WIP limits are inwardly focused. Behavior is reactive, not proactive.

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THE KMM PROVIDES  
GUIDELINES ON ACTIONS TO  
TAKE, CREATING JUST  
ENOUGH STRESS TO DRIVE  
IMPROVEMENT WITHOUT  
OVERREACHING.



*David J Anderson | Teodora Bozheva*

## LEVEL 3 MANAGED

Processes, workflows and policies are understood and consistent. Service definitions and agreements are clear and defined. A kanban pull system is in place. Desired outcomes are achieved consistently. Service delivery is fit-for-purpose. Customers are satisfied.

## LEVEL 4 QUANTITATIVELY MANAGED

Use of metrics and sophisticated feedback loops. Actively managed classes of services and shared resources. Capacity is deliberately allocated and adjusted intentionally. Consistent economic outcomes. Managers are satisfied.

## LEVEL 5 OPTIMIZING

Optimized for efficiency and improved economic outcomes. A culture of continuous improvement emerges. Use of quantitative analysis, feedback loops, experiments, and model-driven improvements.

## LEVEL 6 CONGRUENT

Can continually align strategy to operational capabilities. Robust to market shifts. Beyond adaptive, capable of reinvention. "Built to last!"

LEARN MORE:  
[KANBANMATURITYMODEL.COM](https://KANBANMATURITYMODEL.COM)