

Kanban Principles



Kanban is a work flow management system focused on delivery of customer value. It has some key principles, check them out below.

Change Management

Managing how the work is done and seeking to continually improve it based on feedback and customer needs.

1 Start with what you do now

Take your existing process & policies and use them as a baseline for improvement. Check teams understand how value is delivered and ensure everyone is clear on the end-to-end process. Then, agree what you will do to improve over time.



2 Agree to pursue evolutionary, incremental change

Regularly review policies & procedures, seeking to understand how easily work flows from idea to value. If there are learnings or identified bottlenecks, agree to break these down into small, actionable actions to improve over time.



3 Encourage acts of leadership at every level

The success or failure of value delivery is everyone's responsibility. Encourage ideas of improvement from all areas, and support leadership initiatives at all levels to give teams a safe space in which to continually improve the process.



Service Delivery

Building a customer first focus, and continually improving how you service their needs as efficiently and simply as possible.

1 Understand and focus on the needs and expectations of your customers

Be clear on what the customer expects and when. Then, focus on ensuring policies & processes allow for rapid delivery of servicing those needs. Visualising work at all stages will allow for open transparency and management of customer expectations.



2 Manage the work; let people self-organise around it

Allow teams to decide how best to remove bottlenecks and implement improvements, using kanban to manage the work through the process and continually improve it over time.



3 Evolve policies to improve outcomes

As work is delivered, encourage regular reviewing of policies, evolving them as needed to ensure customers' needs are serviced in a timely manner. If changes would improve service delivery, then don't be afraid to make them.

