

#LKCE14: Kanban outside of IT

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Does Kanban really work in
{Marketing|Finance|HR|...}?



Of course...



Does it, really?

Basic Facts

- 262 Participants
- 37 speakers
- Staff, technicians, waiters, drivers
- ~160,000€ bare risk in total
- Fixed date, fixed scope

Speakers



Colleagues



Printers

Printers



Graphic designer



Website designer



Boat Staff

Venue Staff



Cookie provider

Why Kanban

1. Sustainability
2. Service-Orientation
3. Survivability

Practices

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

December 2013



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- Measure and manage Flow
- Make policies explicit
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EASY

?

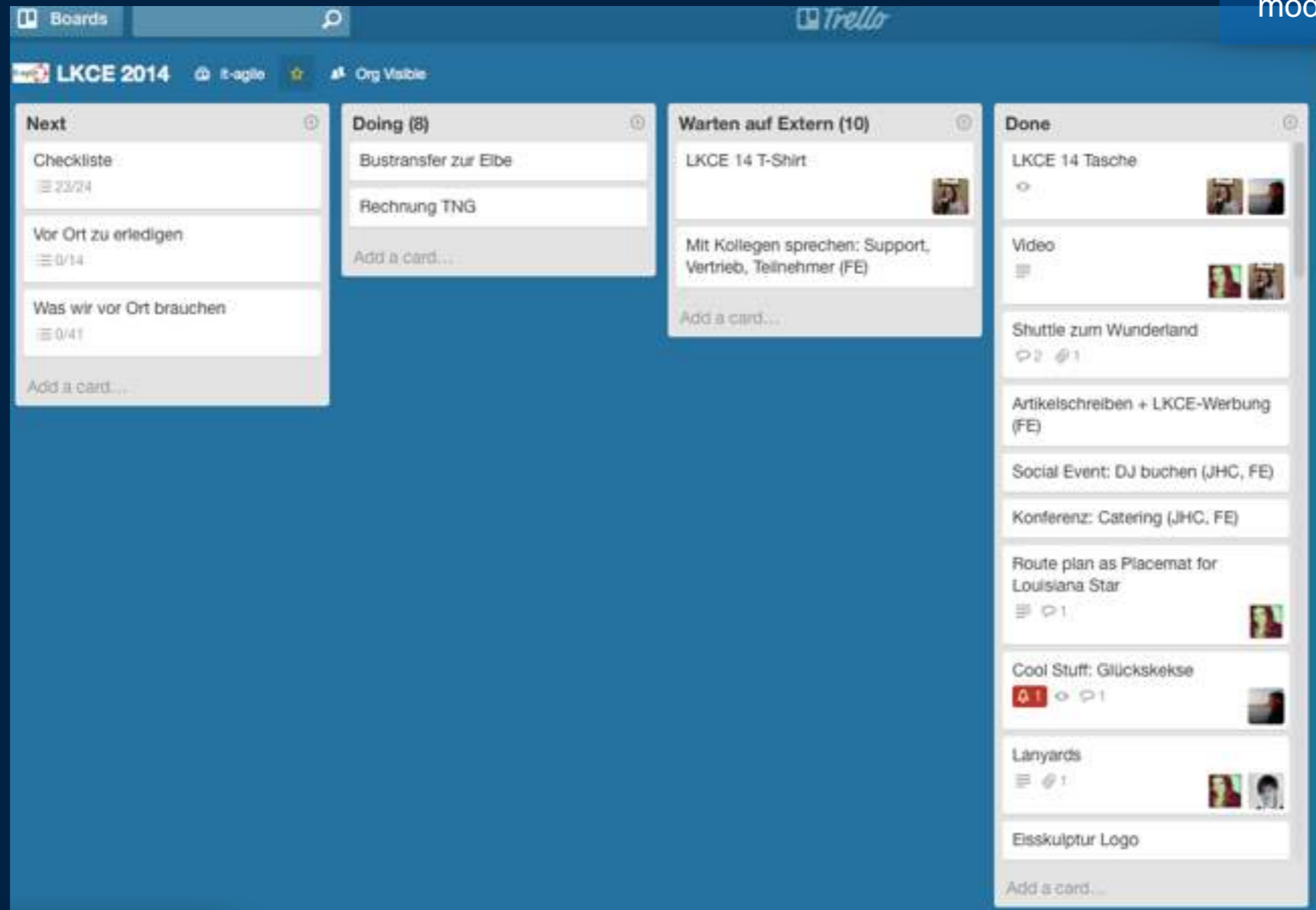


- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
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EASY

Electronic tool failure

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)



EASY



- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- **Make policies explicit**
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)



BTW, I'm having a baby!

EASY

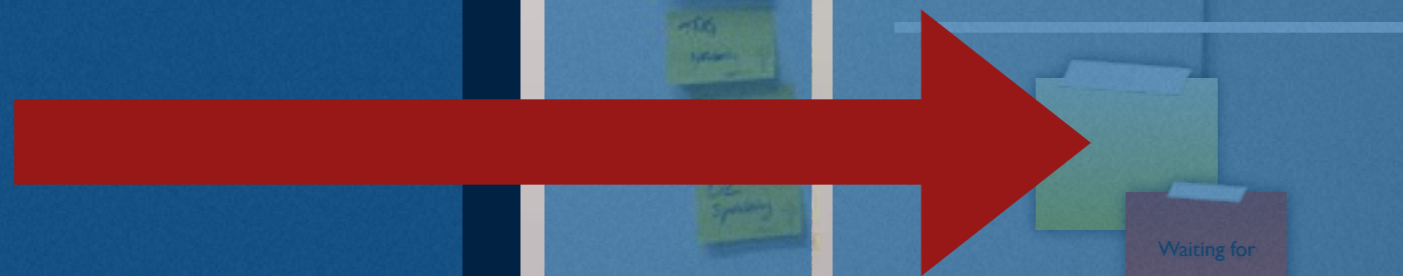
„But how do you deal with
outside dependencies?“

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

Discovery*

IQ

Delivery



EASY

Summary (the easy stuff)

- Visualization
- Input-Queue Management
- Policies: Who does what?
- Outside dependencies

EASY

The journey continues

To Do



In Progress



- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

MEDIUM

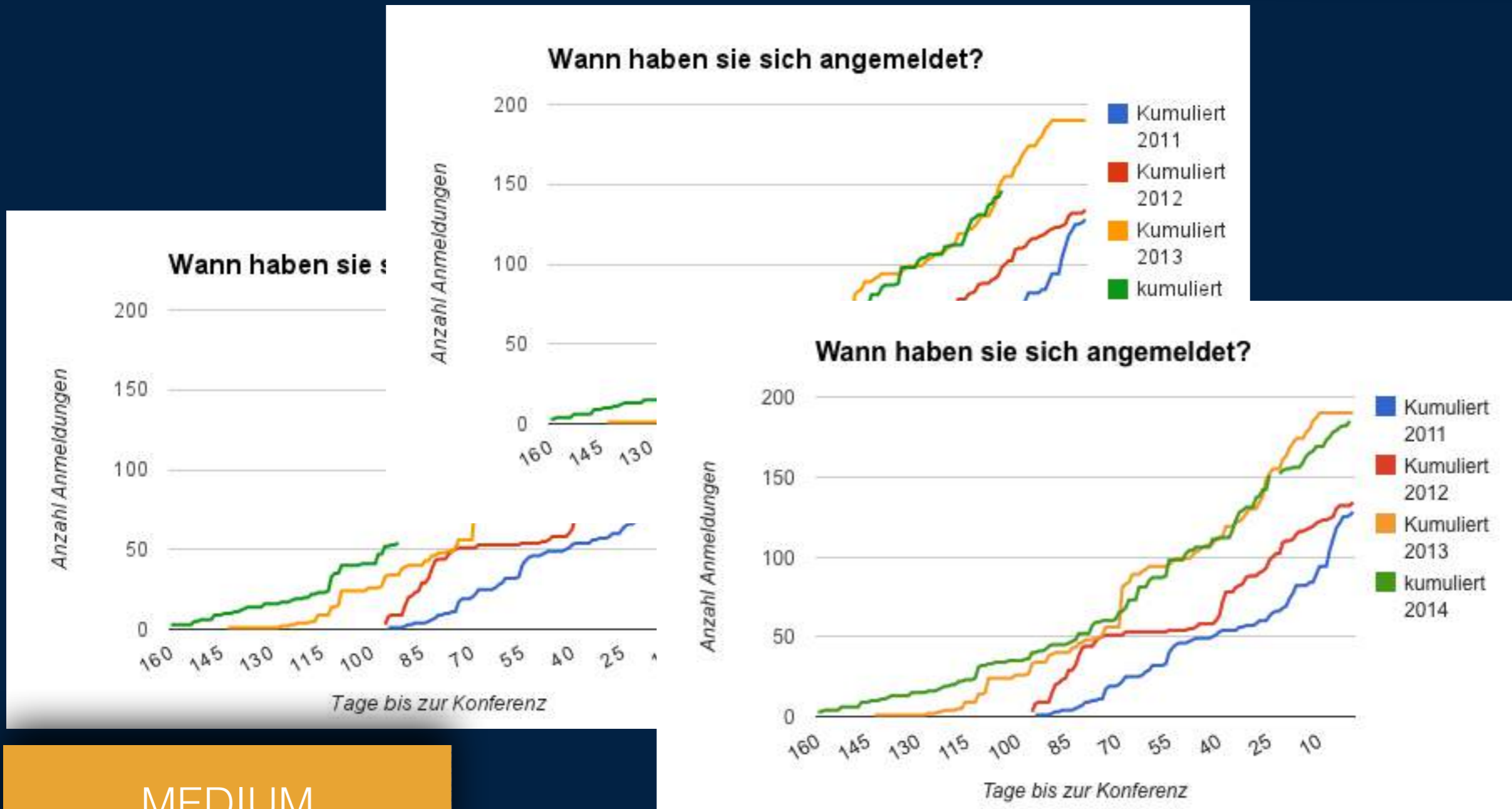
- Visualize
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Time for a Feedback-Cycle

MEDIUM

How many attendees will we have?

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)



MEDIUM

Cost-of-Delay

Cost of delaying T-shirt production and delivery



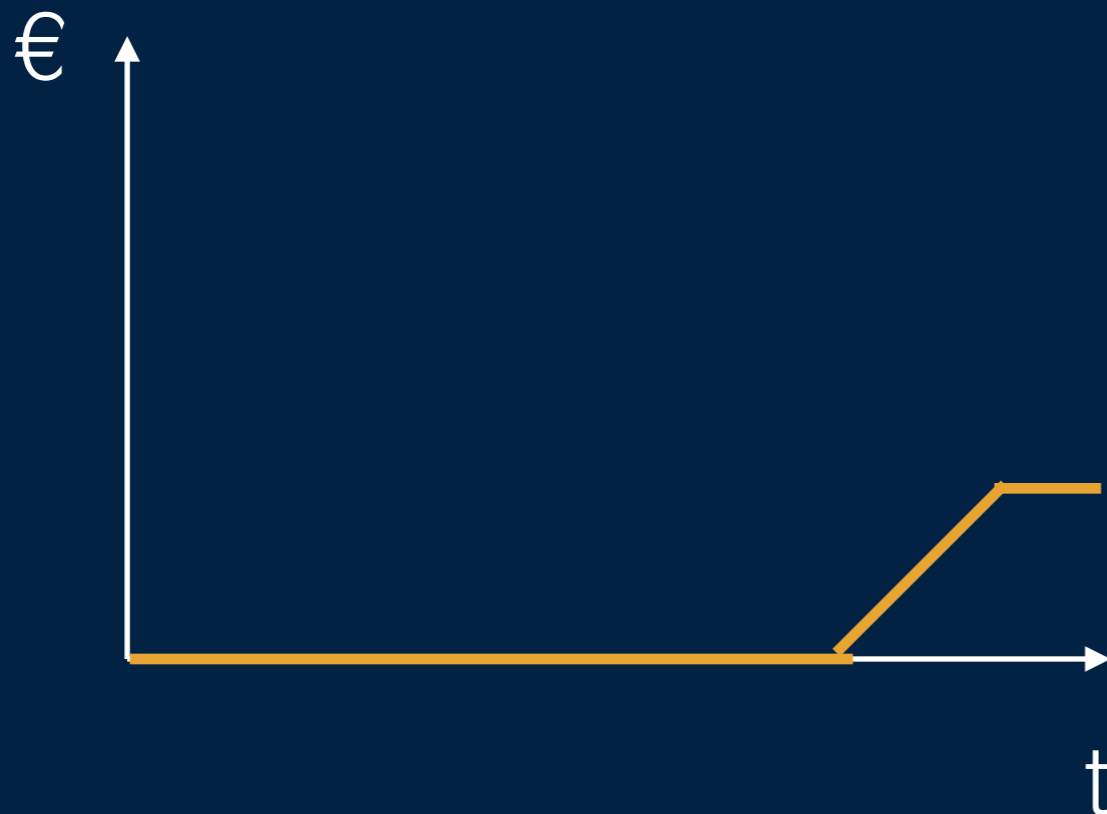
- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
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MEDIUM

Cost-of-Delay

Cost of delaying the program booklet

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

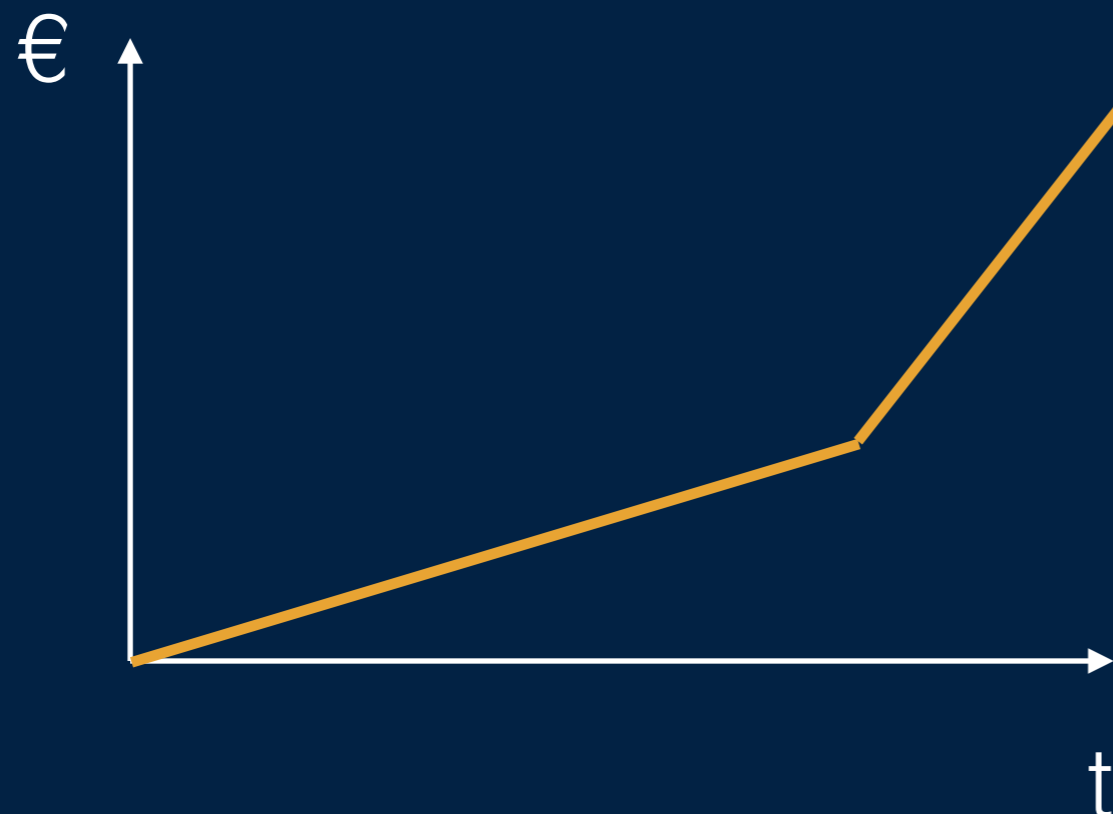


MEDIUM

Cost-of-Delay

Cost of delaying program
schedule announcement

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively,
evolve experimentally (using
models and scientific method)

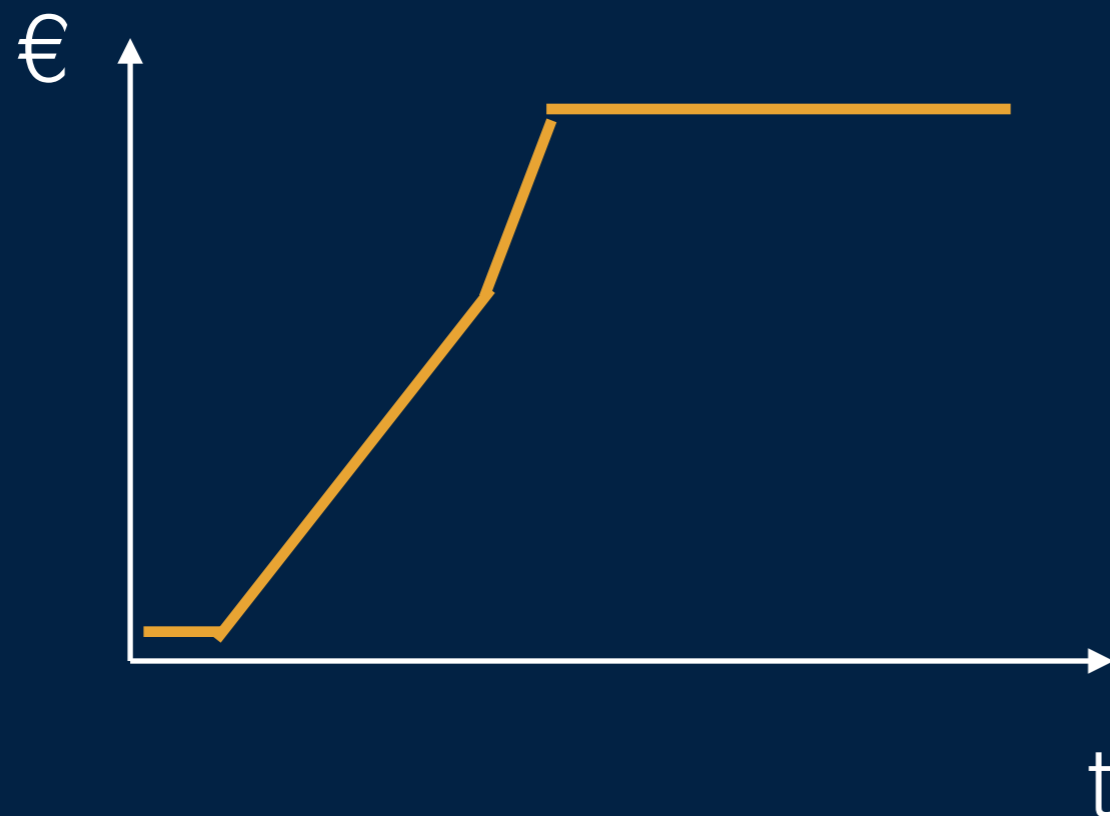


MEDIUM

Cost-of-Delay

Cost of delaying sending out invoice

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)



Very different curves for Cost of Delay

MEDIUM

LKCE13

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)



MEDIUM

Other models

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

- Team Building
- Auftragstaktik
- Real Options

MEDIUM

Summary

(the medium stuff)

- Work-in-Progress limits
- Getting an uncontrolled system under control
- Feedback cycles
- Using models to find chances for improvement

The last few months



WIP-Limits II

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

Discovery: We are not fast enough

Program booklet

Videos

Graphic design

Overall organization.

HARD

But why?

We still were not fast enough.

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

Graphics Design				TP_1
Speaker coordination				TP_2
General organization				TP_3

Throughput

HARD

Shared services

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

To utilize shared service reliably, you have to know their capacity and Throughput rate.

Possible solutions?

Reliable time availability without variability
Communication
Reliable throughput

Transparency about unreliability

Feed-forward for changes in throughput

HARD

#fail

- Visualize
- Limit Work-in-progress
- Measure and manage Flow
- Make policies explicit
- Implement feedback cycles
- Improve collaboratively, evolve experimentally (using models and scientific method)

- Auftragstaktik
 - What and Why?
 - Relevant information
 - Lateral communication
 - Needed assets

The last few days



ToDo

- Geschichte des Sponsors
- Sponsoren-Stände planen
- Graphic für Veranstaltung
- Logo

in Progress

- Program
- Booths
- Website
- May 2 Sponsor
- Graphic Board
- World Cup

Work

- Brunch
- Lunch
- Meeting

Done

- Planung
- Website
- Logo
- Graphic
- Booths
- World Cup

ToDo

- Geschichte des Sponsors
- Sponsoren-Stände planen
- Intro Maryl Don
- Graphic für Veranstaltung
- Feedback
- Check vor der Zeit

in Progress

- Booth
- May 2 Sponsor
- Graphic Board
- World Cup

Work

- Brunch
- Lunch
- Meeting

Done

- Planung
- Website
- Logo
- Graphic
- Booths
- World Cup

ToDo

- Graphic für Veranstaltung
- Logo
- Intro Maryl Don
- Störer Leadership

in Progress

- Graphic Board
- World Cup

Work

- Brunch
- Lunch
- Meeting

Done

- Planung
- Website
- Logo
- Graphic
- Booths
- World Cup

Montag	Dienstag	Mittwoch
<p>Namensschild Setup? Leadership Stint</p> <p>15:45 Uhr</p> <p>14:00 Uhr</p> <p>17:00 Uhr</p>	<p>09:30: Start</p> <ul style="list-style-type: none"> - So viele wie möglich - Gemeinsame Planung <p>Setup:</p> <ul style="list-style-type: none"> - Reception - Bühne - Sponsoren-Stände - Visual Branding - Programmplan - Software-Unterstützung - Kinderstühle - Sponsoren-Booth <p>09:30: Registrierung</p> <p>10:00 Uhr</p> <p>11:00 Uhr</p>	<p>9:30 Uhr</p> <p>12:30 Uhr</p>

It does work!

#LKCE15