STATIK

The Systems Thinking Approach To Introducing Kanban (STATIK) is a repeatable way to start with Kanban resulting in a full continuously improving system design.

1. Understand the Purpose of the System 1. Understand the purpose of the system – explore who your customers are and how you generate value for them. What, for whom and why are you doing what you are doing?

2. Identify the Sources of Dissatisfaction 2. Identify sources of dissatisfaction – Determine the areas in service delivery that are considered unsatisfactory. Visualize internal and external sources of dissatisfaction.

3. Analyze demand –

Evaluate customer requests with regard to channels, types of work, and demand patterns. What are the sources, arrival rates of requests, and where do they originate?

3. ANALYZE DEMAND

4. Analyze system capabilities – Assess the capability of meeting customer demand in quantity, type, speed, and predictability. Compare expectations with actual capabilities.

Y. ANALYZE SYSTEM

CAPABILITIES

5. Model the workflow – Find the activities that every type of work item goes through which may serve as columns on the board. Think of it as value-stream mapping.

5. MODEL THE WROKFLOW

6. Identify classes of service – How the different types of work items are treated after entering the system. Take advantage of the cost of delay to identify the classes.

7. DESIGN THE KANBAN SYSTEM CLASSES OF SERVICE

6. IDENTIFY

8. SOCIALIZE THE
DESIGN, NEGOTIATE
EXPECTATIONS

7. Design the Kanban system – Utilizing insights from the previous, design the Kanban system accordingly.

Use WIP limits, explicit policies, cadences, and progress tracking.

8. Socialize the design and negotiate expectations - Get feedback from internal and external parties. Hold workshops to sync the processes of other Kanban systems.

