

# KANBAN

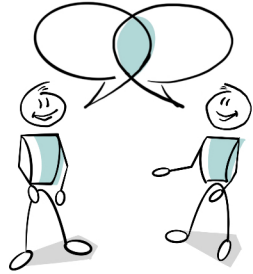
## PRINCIPLES

### CHANGE MANAGEMENT

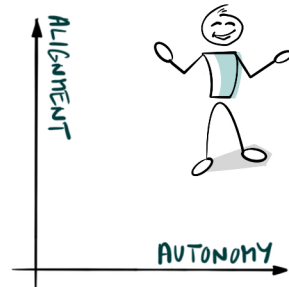


**A** Start with what you do now: Understand current processes as they are actually practiced. Respecting roles, responsibilities and job titles.

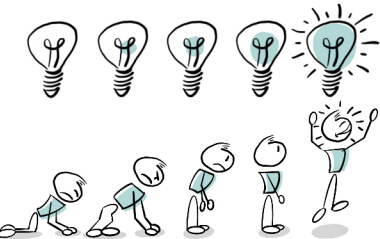
### SERVICE DELIVERY



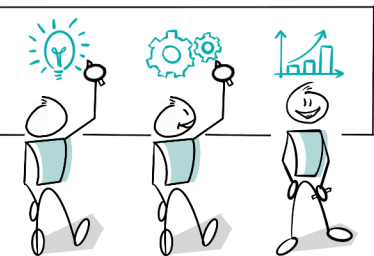
**A** Understand and focus on your customers' needs and expectations



**B** Manage the work; let people self-organize around it



**B** Agree to pursue improvement through evolutionary change



**C** Encourage acts of leadership at every level - from the individual contributor to senior management.

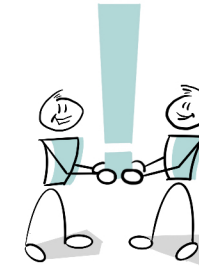


**C** Evolve policies to improve customer and business outcomes

## PRACTICES



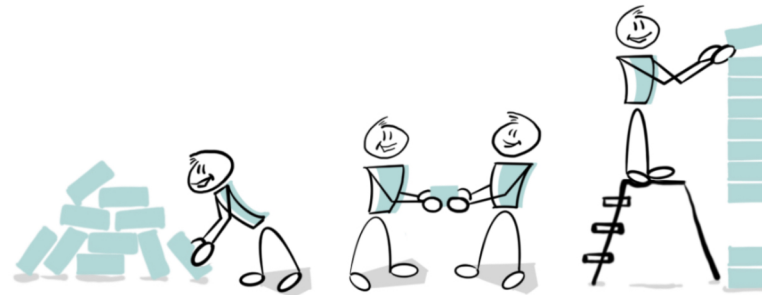
**A** Visualize



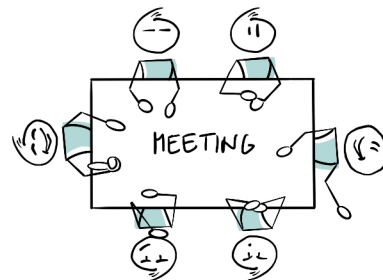
**B** Limit work in progress



**C** Make policies explicit



**D** Manage flow



**E** Implement feedback loops



**F** Improve collaboratively, evolve experimentally