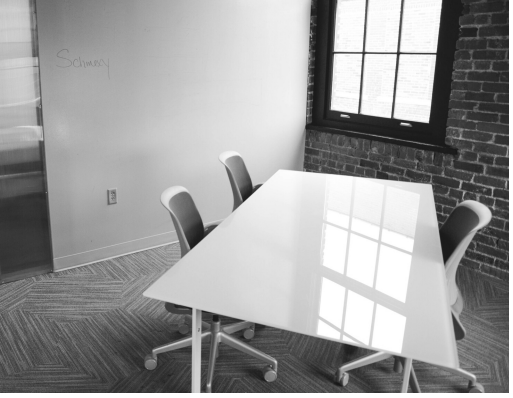
KANBAN SYSTEMS IMPROVEMENT (KMP II - KSI)

Certified Kanban Training by Kanban University

BERRIPROCESS AGILITY



ABOUT KSI COURSE

The Kanban Systems Improvement training introduces Kanban management at all levels of the organization. It gets ddeper into the usage of metrics, bottleneck resolution, and improving workflow efficiency.

Kanban allows you to make improvements in management and delivery of products and services to the customer without making drastic changes to the work practices, organizational structure, roles, responsibilities or positions.

This training introduces the Kanban principles of service management and organizational change management. In addition, it briefly introduces the Kanban Maturity Mode, so you will get an insight of how to use it to develop organizational agility in an evolutionary way.

Through the KSD: Kanban System Design (KMP I) and KSI: Kanban Systems Improvement (KMP II) courses you will get the "Kanban Management Professional" certification by Kanban University.

DURATION
16,5 HORAS (LIVE/ONLINE)

3 DAYS (3.5 HOURS LIVE/ONLINE CLASS + 2.5 HOURS SINGLE/DAY WORK)

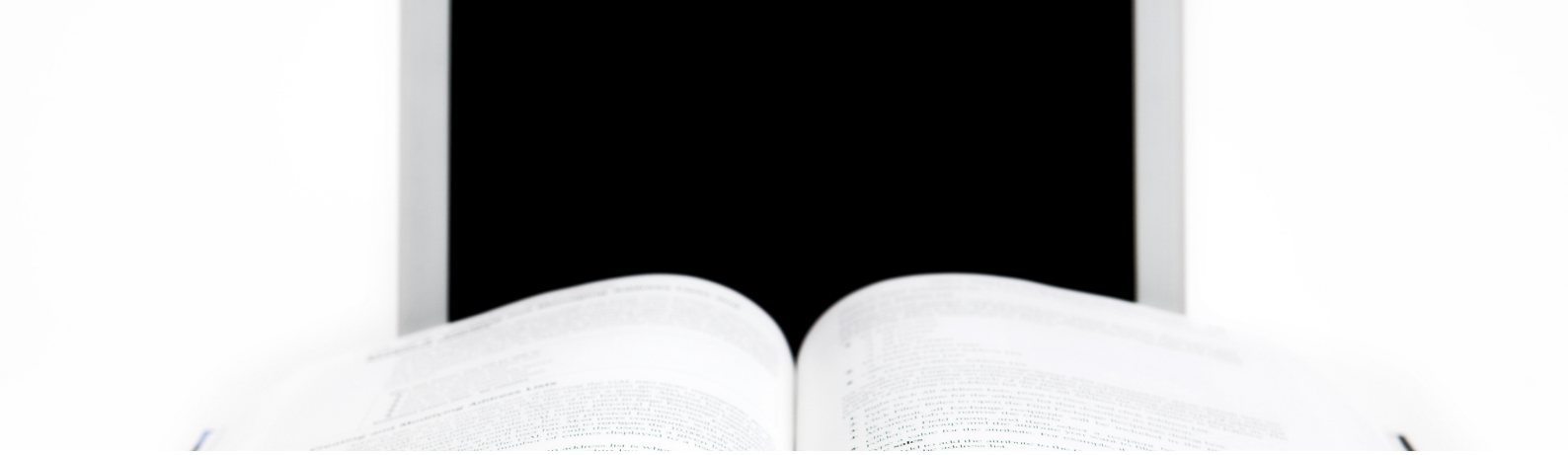
ENGLISH

LEARNING OBJECTIVES AND BENEFITS

- Developing customer focus and service orientation in an organization
- Learn how to manage work at all levels with Kanban, manage dependencies between teams, balance demand and capacity, and resolve bottlenecks
- Learn how to lead organizational change through Kanban
- Understand kanban patterns of organizational maturity and how to use them to develop agility at team level, project and service level, and business level

Participants will acquire knowledge and experience in:

- How to use Kanban to manage projects and services at all levels in an organization
- How to manage multiple kanban systems and dependencies between them
- Workflow management metrics
- Metrics for managing service that meet customer expectations
- Service management metrics that are based on customer expectations
- Key ideas for developing business agility
- How to achieve sustainable development of services and products that meet customer expectations



TRAINING PROGRAM

- Kanban cadences in an organization:
  - Replenishment meeting
  - Kanban Meeting
  - Delivery planning meeting
  - Risk review
  - Service Delivery Review
  - Service Request Review
  - Operations Review
- Develop service orientation in an organization
- How asymmetrical commitments work
- Workflow management metrics
- Managing bottlenecks in the workflow
- Managing organizational change with Kanban
- Kanban Litmus Test to direct and evaluate organizational improvement
- Brief introduction to the Kanban Maturity Model (KMM)

WHAT WILL YOU GET?

- High quality training focused on your needs
- Training materials in electronic format (pdf format)
- Certificate attendance issued by Kanban University. *To become «Certified Kanban Management Professional» you must also take the KSD: Kanban System Design (KMP I)
- PDUs according to number of PDUs (hours) by category: technical, leadership or strategic • KMP II (KSI) counts as 12 technical hours and 4 hours leadership
- Knowing what steps to do to develop further your professional career with Kanban as well as to improve your company's agility with KMM
- BONUS: 1-hour of individual consulting with the Trainer after the training

WHO SHOULD ATTEND?

This training is useful for anyone who:

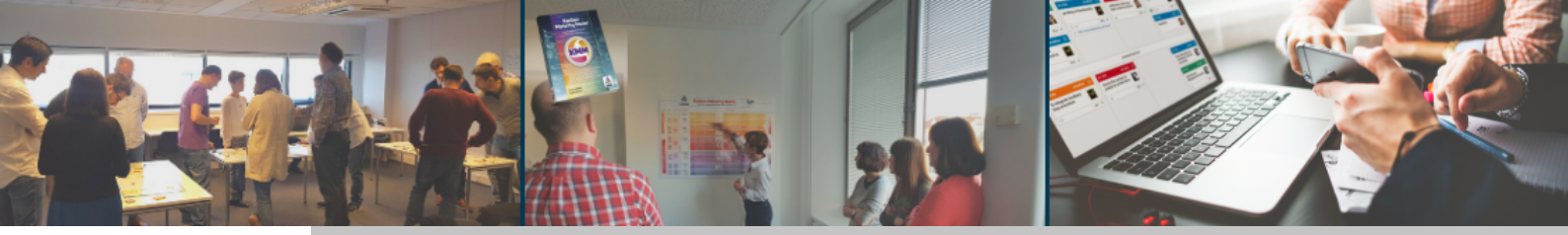
- Uses or has previous experience with Kanban and wants to succeed by extending it in their organization
- Wants to consolidate their knowledge and experience with Kanban and learn how to expand it in their organization

IN TERMS OF ROLES

- Leaders of product development team
- Leaders of service delivery team
- Managers
- Team leaders, Scrum Masters, Agile coaches
- Managers and members of process improvement teams

PREREQUISITES

- It is expected to have taken the “KMP I: Kanban System Design” training
- It is recommended to read the book “Kanban" by David J. Anderson or "Kanban from the Inside" by Mike Burrows before the class



ABOUT BERRIPROCESS AGILITY

We boost your agility with the Kanban Maturity Model (KMM). We help companies improve the management of their projects and services, optimize their processes and introduce the culture of collaboration, cooperation and orientation to meet customer expectations. For this we offer:

TRAINING

- Solid knowledge of Kanban and how to use it to manage your projects and services
- Deep understanding of the Kanban Maturity Model and how to develop organizational agility with it
- Certifications Team Kanban Practitioner, Kanban Management Professional or Kanban Coaching Professional receiving the corresponding training

COACHING

- Understand the maturity level of your organization based on the Kanban Maturity Model
- Develop the capabilities of your organization to adapt to changes in the context of your projects, services, and business
- Meet your customer expectations in a sustainable manner
- Develop Agile culture in your organization.

TOOL INTEGRATION

- We evaluate the current IT infrastructure of your company
- We advise possible integrations
- We integrate your management tools (CRM, ERP, Project Planning) with Kanbanize