

Kanban in real life @ ING

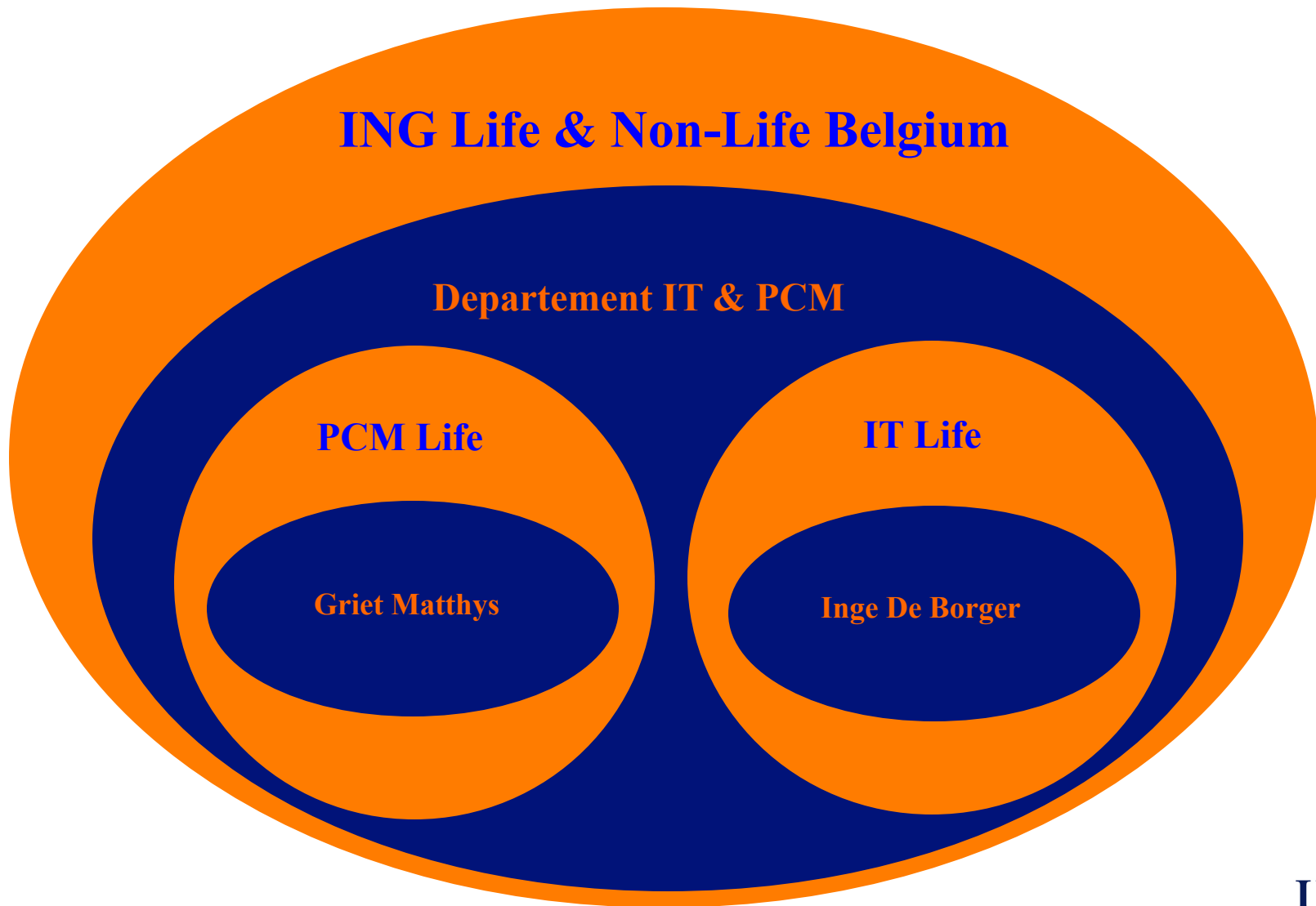
Service Management team
ING Life Belgium

26/10/2011

Agenda

- Who are we
- The problems
- Lifecycle of a request for change
- Evolution to today
- Kanban-things
- Conclusion
- Questions

Who are we



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Problems

- Accumulation of tasks



- No view on

- who is doing what
- status tasks



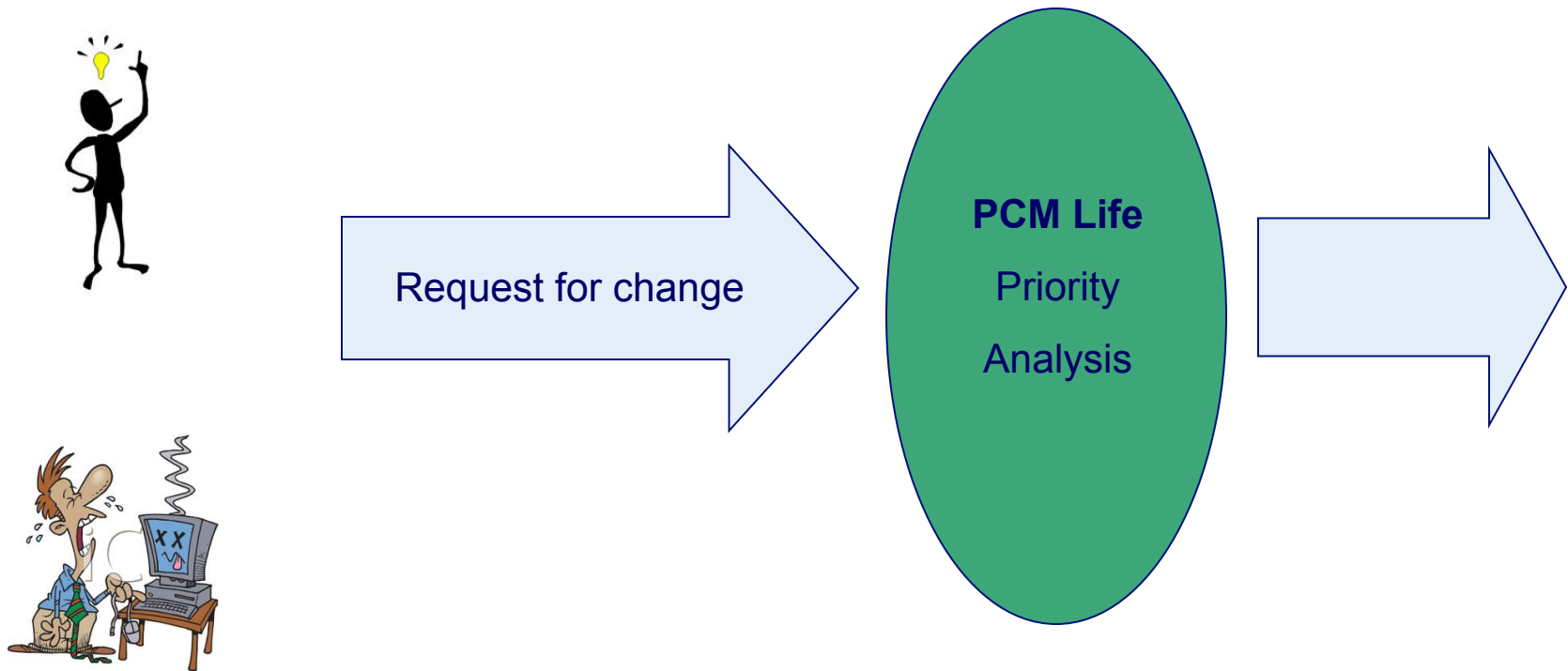
- No dedicated group

- When they have time between 2 other projects
- Specific problems only solvable by specific persons

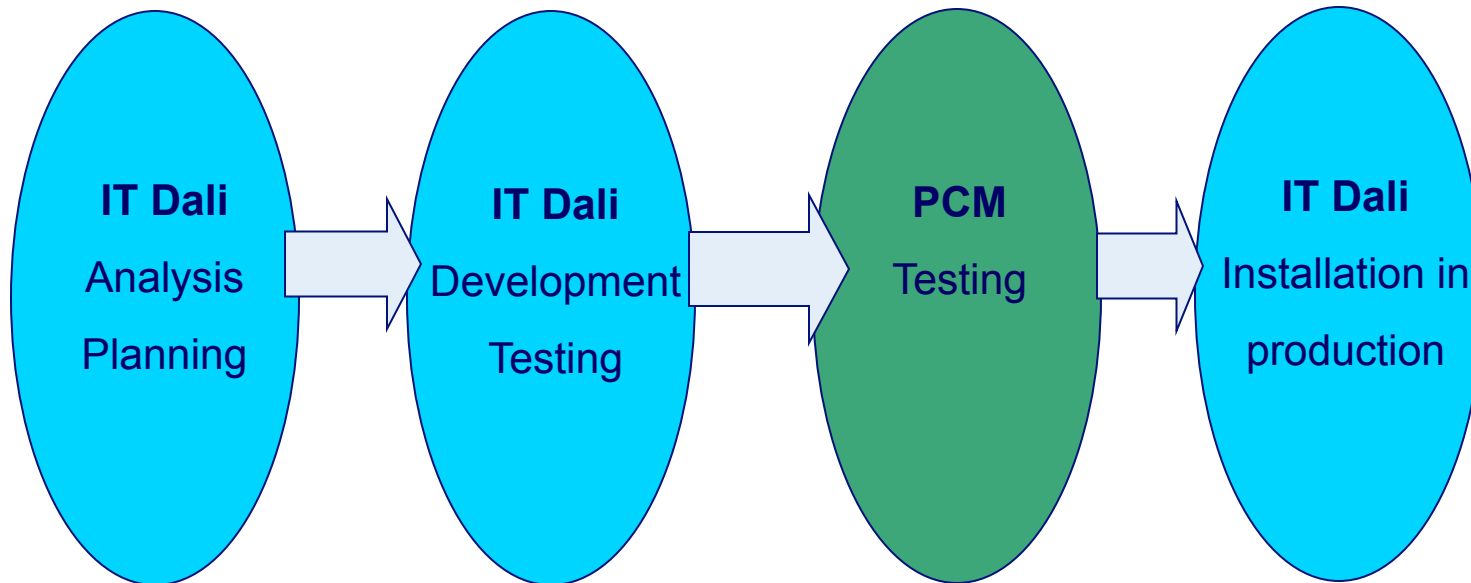
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Lifecycle of a request for change



Lifecycle of a request for change



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Evolution : start

Intention: do a large amount of intakes before the end of the year.

→ We need a general overview of al these intakes

→ We already use agile and scrum, so we re-use some things



Evolution

Daily scrum

Adaptations on
the white board

And more adaptations

Support
I Lean



*Retrospective-
meetings*

Common
sense

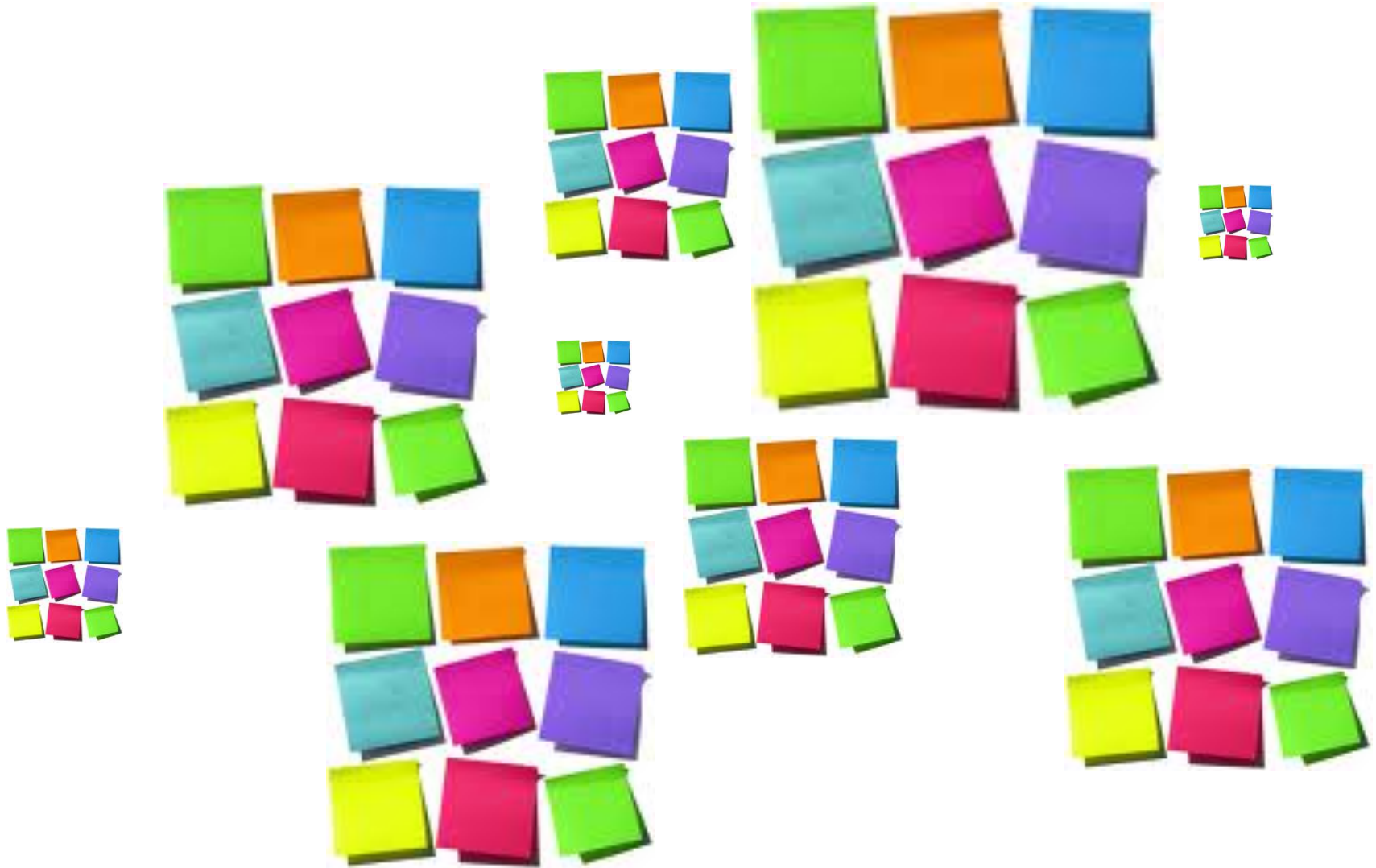
**Kanban-
training**

Resistance !!

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Kanban-Things



Kanban-Things

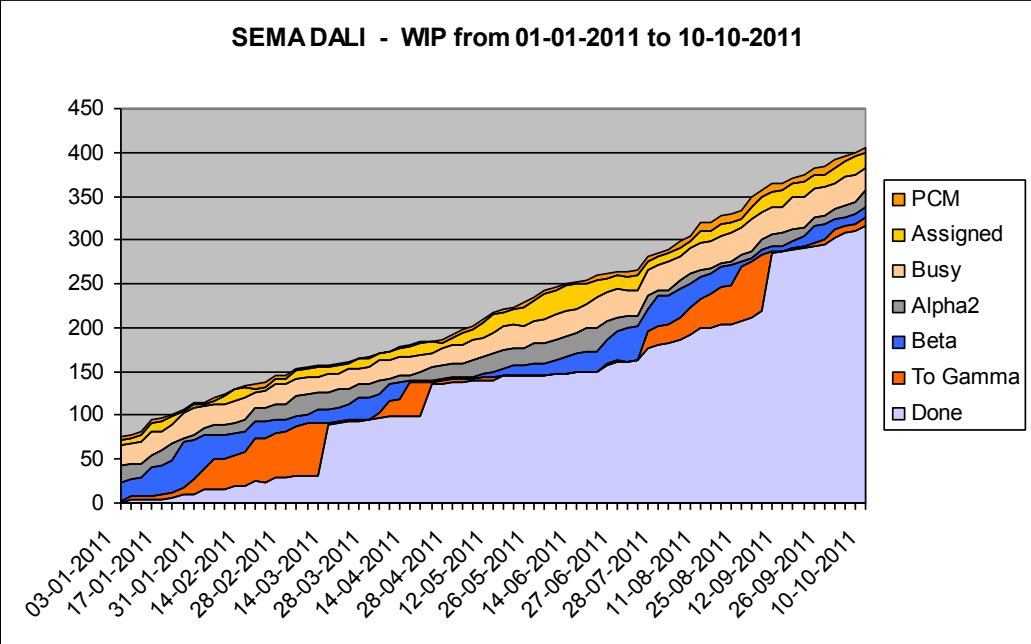


Kanban-Things

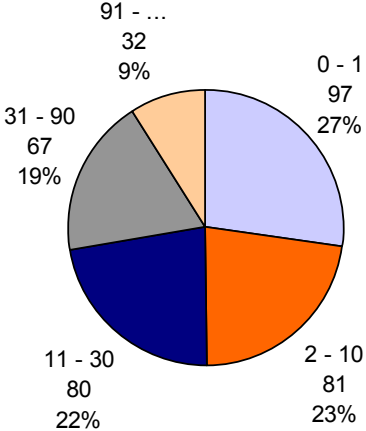


Retrospective

Kanban-Things



LeadTime IT: from 01-01-2011 to 10-10-2011 (# 374)



Agenda

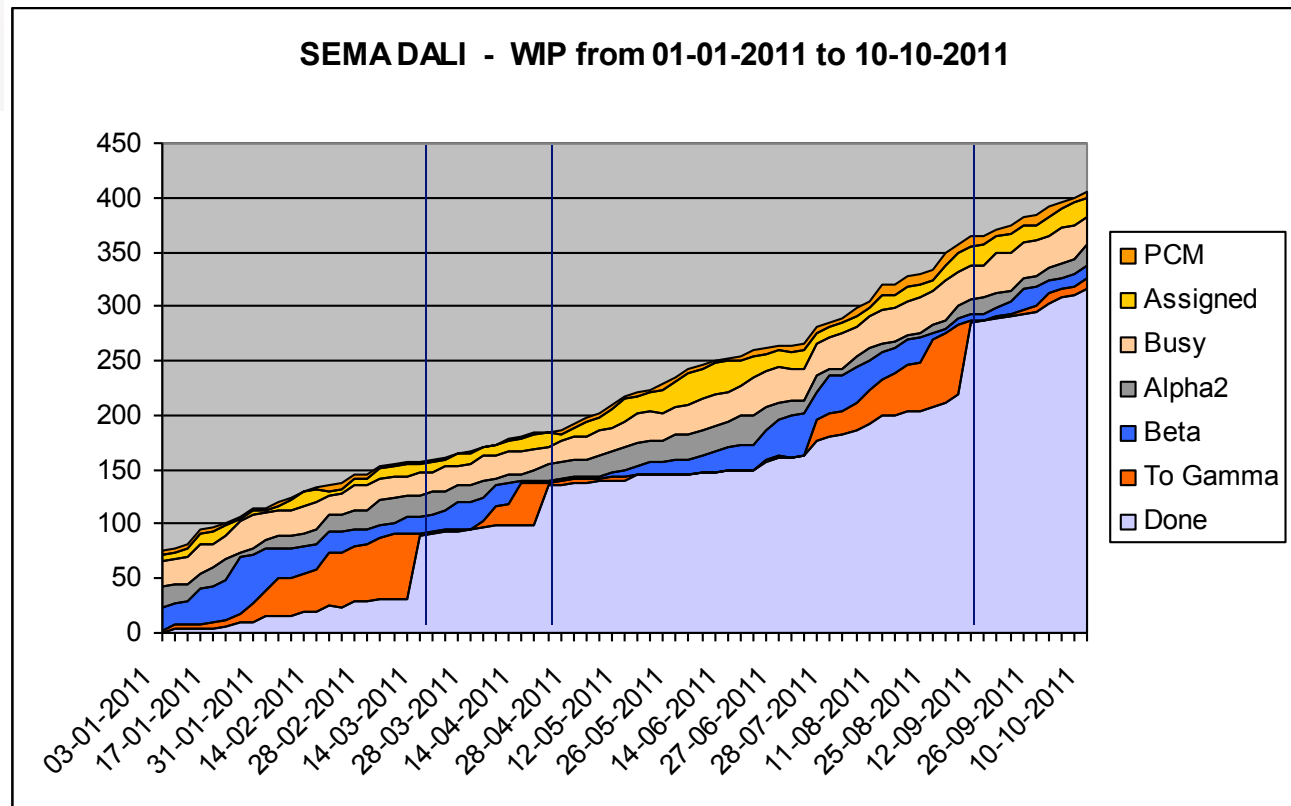
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Conclusion



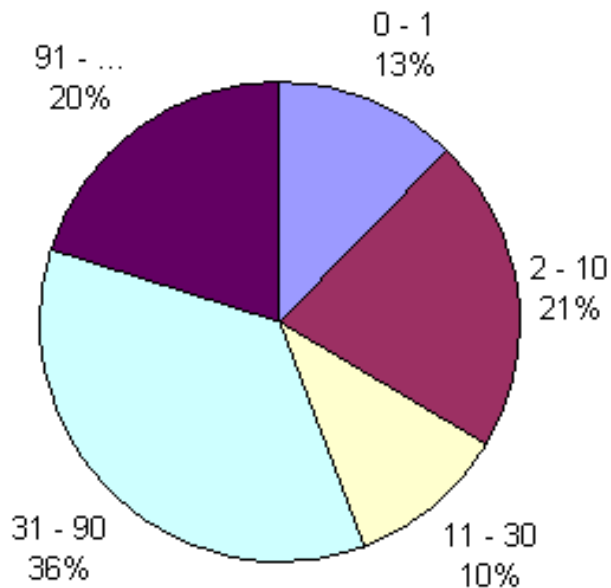
Transparency

Conclusion

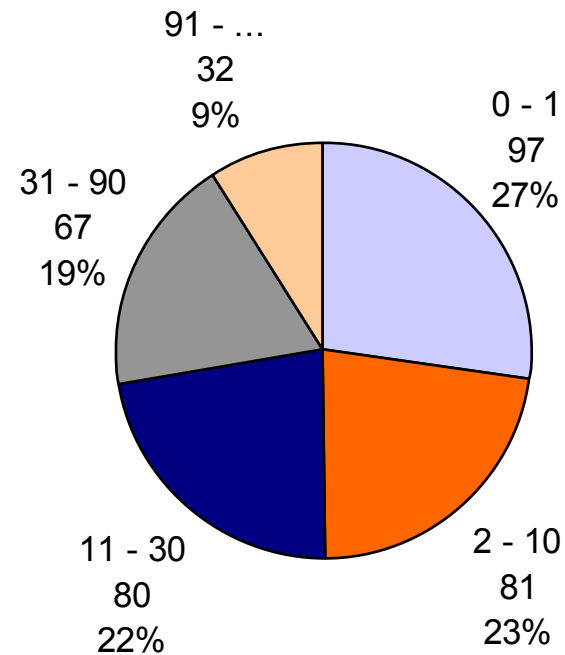


Conclusion

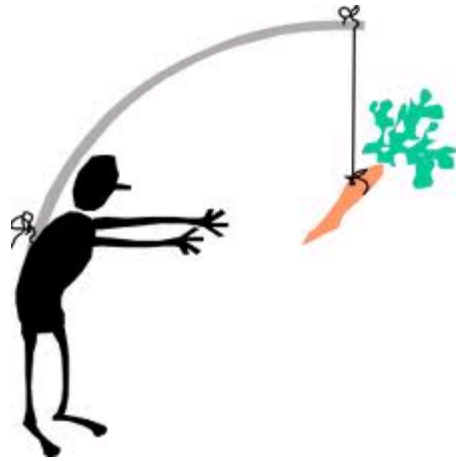
LeadTime IT: from 14-09-2010 to 31-12-2010 (# 143)



LeadTime IT: from 01-01-2011 to 10-10-2011 (# 374)



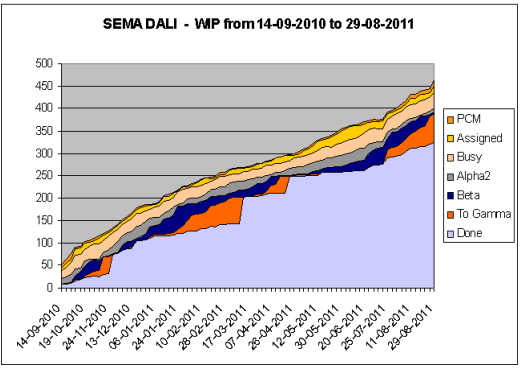
Conclusion



Motivation

Conclusion





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KAIN DAN

