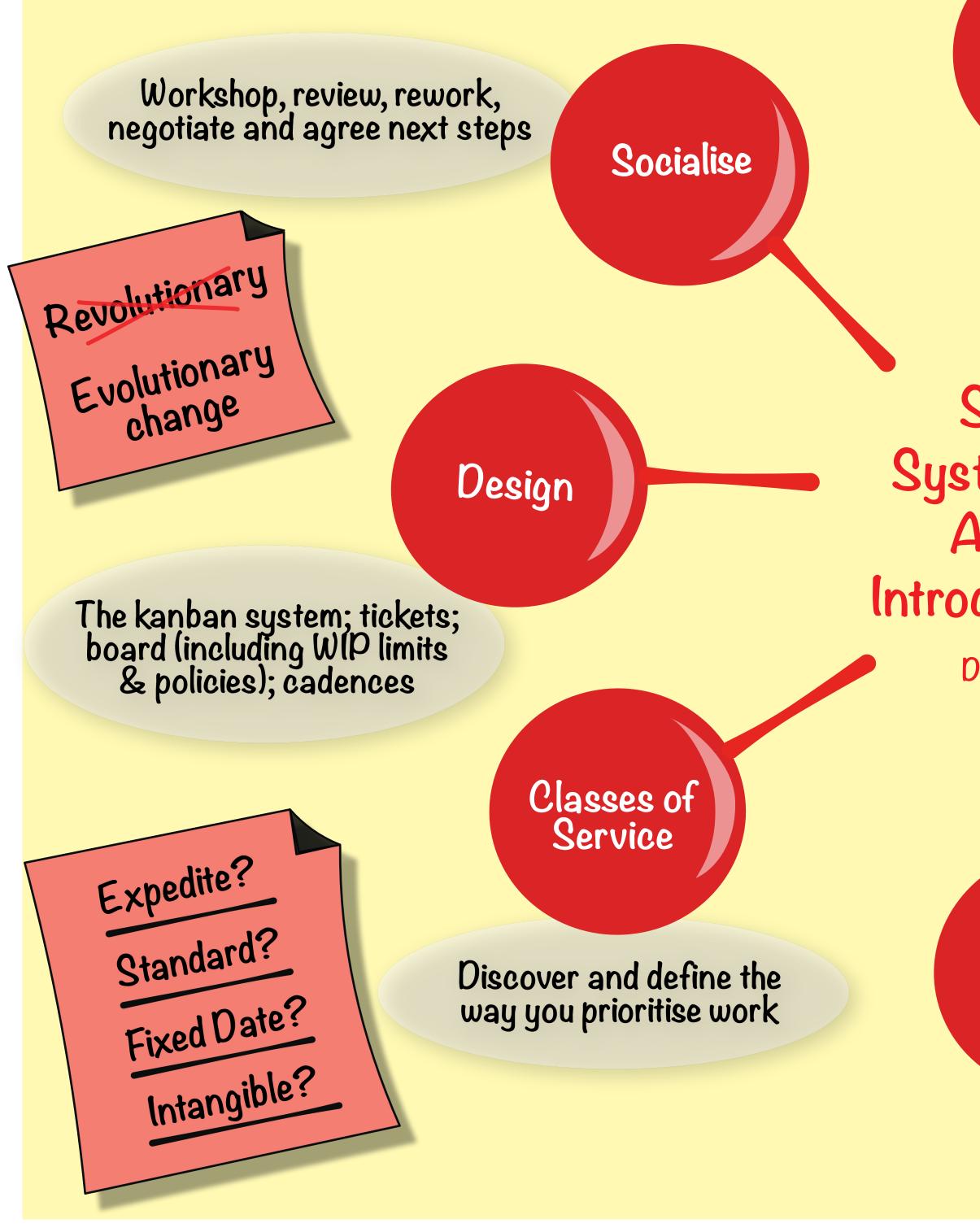Introducing any new way of working can be tricky. Luckily, the Kanban method offers a technique that allows us to approach this in a strategic way.

Start here (but be mindful that the steps are not always sequential)

~~Local~~ Global optimisation

Purpose
Find out what makes the business, product or service fit for purpose

Dissatisfaction
Uncover the stuff that's winding people up, both internal (staff) and external (customers)

Socialise
Workshop, review, rework, negotiate and agree next steps

~~Revolutionary~~ Evolutionary change

Design
The kanban system; tickets; board (including WIP limits & policies); cadences

S.T.A.T.I.K.
Systems Thinking Approach to Introducing Kanban
David J. Anderson

Demand
Learn who your customers are, what they're asking for, how often, and in what volume

Classes of Service
Discover and define the way you prioritise work

Expedite?
Standard?
Fixed Date?
Intangible?

Model
For each work item type, map the steps required to discover new knowledge

Capability
Analyse the current lead time, quality, predictability, and the shape and size of the team doing the work

noelwarnell.uk/drawing