Kanbanstudy
Targeting success

A Guide to the

KANBAN BODY OF KNOWLEDGE (KBOK™ GUIDE)

5. Kanban Cadences and Collaboration

The Practical Implementation Guide for Managing Workflows using Kanban

(Includes Examples from popular digital Kanban tools, facilitates integration with other Agile frameworks, and recommends ways to use AI for increased productivity.)

5 KANBAN CADENCES AND COLLABORATION

When Kanban Teams are working on an initiative or across multiple initiatives, they may need to collaborate with other teams regarding features, information, shared resources, dependencies, etc. This necessitates collaboration among teams to maximize the efficiency and effectiveness of Workflows and processes. Collaboration can be facilitated through the use of transparent Kanban Boards, cadences or meetings, forms, dependency tracking, reports, and IT-enabled collaboration options such as chats, messages, comments, mentions, watches, and the sharing of files and links.

Kanban Boards significantly improve collaboration in Workflows by providing a clear, visual overview of Tasks and their progress. In a collaborative environment, all team members can easily see what Tasks are in progress, who is working on what, and the status of each Task. This transparency promotes shared understanding and coordination among team members, allowing for timely updates and adjustments to workloads.

By breaking down the Workflows into clearly defined stages (e.g., 'To Do', 'In Progress', 'Done'), Kanban Boards make it easy for teams to identify potential bottlenecks, or areas where additional resources may be needed. This ensures that teams can address issues promptly, minimizing delays and ensuring smoother progress. Moreover, Kanban Boards foster a culture of continuous improvement by allowing teams to evaluate their Workflows regularly, identifying areas for optimization. This collective process leads to better collaboration, as all members contribute to refining and enhancing Workflows efficiency over time.

5.1 Kanban Cadences

Although Kanban does not prescribe specific cadences or meetings, they do play a critical role in facilitating effective collaboration among teams and stakeholders by ensuring certain activities occur at regular intervals. These cadences help maintain a consistent Workflows by enabling teams to plan, implement, and review work regularly. By adopting these cadences, Kanban Teams can ensure a steady Workflows, align with broader corporate objectives, and continuously improve their processes.

Some of the key meetings that can be used in Kanban are as follows:

- Planning Meeting and Replenishment Meeting,
- Kanban Team Meeting (or Daily Standup Meeting),
- Delivery Review Meeting,
- Retrospective Meeting, and
- Risk and Issue Review Meeting

5.1.1 Planning Meeting and Replenishment Meeting

A Planning Meeting (or Replenishment Meeting) is a meeting facilitated by the Kanban Manager, during which the team selects new Work Items or Tasks from the Kanban Backlog or Kanban Board and moves them to the To Do (or Committed) column of the Kanban Board. The selection of Work Items is based on team capacity and the priority of Work Items (as determined by the Product Owner). This meeting ensures that the team targets a steady Workflows in accordance with the prioritization of work, which is based on business value and dependencies. Typically, Planning Meetings are held at the start of the Workflows and usually span 30 to 60 minutes.

However, the time limit and frequency are not fixed and can be decided collectively by the Product Owner, Kanban Manager, and Kanban Team. Planning Meetings can be facilitated through the use of Kanban tools or SaaS products.

5.1.2 Kanban Team Meeting or Daily Stand-up Meeting

A Kanban Team Meeting (or Daily Stand-up Meeting) is a short daily meeting for Kanban Team Members, during which the team discusses what they've accomplished since the last meeting, what they plan to do before the next meeting, and any impediments or issues they are currently facing. This meeting typically lasts 15 minutes and is usually conducted at the start of each day. It is intended to help Kanban Team Members align their focus, communicate openly, and effectively address issues. The meeting is typically held in-person and in a stand-up format, or online using a webinar tool, to ensure it stays within the 15-minute timeframe.

5.1.3 Completed Work Item Review Meeting

A Completed Work Item Review Meeting helps assess the effectiveness of workflows and work items in delivering business value to the customer. Stakeholders involved in the initiative discuss metrics such as cycle time, lead time, WIP limits, and others to evaluate the impact of the Completed Work Items and identify opportunities for improvement in future value delivery. This meeting typically lasts 30 to 60 minutes and is held at the end of each week and/or upon completion of a project or service delivery.

5.1.4 Retrospective Meeting

A Retrospective Meeting is held to help the team review its current goals, strategies, and the alignment of its Workflows with the broader organization's strategic goals and objectives. The team reflects on any bottlenecks that impacted their Workflows and identifies opportunities for future improvements in effectiveness. Typically, the Retrospective Meeting lasts between 30 and 60 minutes and can be held upon the completion of Workflows or at the end of service delivery.

5.1.5 Risk and Issue Review Meeting

A Risk and Issue Review Meeting is held to identify, assess, and manage risks and issues that could impact—or are currently impacting—the Workflows and delivery of business value. This meeting can be scheduled regularly or held as needed by the team to address specific risks or issues. Typically, it lasts between 30 and 60 minutes.

5.2 Kanban Collaboration

5.2.1 Forms

The use of forms is another key means of collaboration in Kanban. In a Kanban system, forms are essential tools that help capture, track, and communicate various aspects of the Workflows, enhancing collaboration among team members and even extending to external customers. These forms ensure that information flows smoothly between Tasks and teams, making it easier to identify and resolve issues quickly. Here are a few key types of forms used for collaboration in Kanban Workflows:

- **Task/Work Item Request Forms:** These forms are used to request new Work Items or Tasks to be added to the Kanban Board. They typically capture essential details such as Task description, priority, assignee, expected completion time, and dependencies. By using standardized request forms, teams can ensure that all necessary information is available when a Task is added, reducing confusion and improving transparency. These forms can be used internally within the company or can also be used to gather information from external sources, such as actual customers.

> ***Form Request Example 1*:**
>
> An HR leave request form streamlines the submission process. Employees fill out fields such as *Name*, *Department*, *Leave Type* (sick, vacation, etc.), *Start/End Dates*, and *Reason*. Upon submission, the digital Kanban tool automatically generates a card in the "New Requests" column of the HR board. HR reviews the card, moves it to "Under Review", and then to "Approved" or "Rejected" based on the decision. Comments enable clarifications, while the tool's automation triggers notifications to employees when the status is updated.
>
> ***Form Request Example 2*:**
>
> A customer support form captures details such as *Customer Name*, *Email*, *Issue Type*, *Description*, and *Attachments*. Upon submission, the digital Kanban tool automatically generates a card in the "New Tickets" column of the support board. Support agents assign tickets and move them to "In Progress", adding comments for updates as needed. Once resolved, tickets are moved to "Closed", with the tool's automation sending status notifications to customers. This process ensures organized tracking, efficient assignment, and clear communication.

- **Review/Feedback Forms**: These forms are used to collect feedback on completed Tasks or Work Items, such as performance reviews or post-delivery assessments. Feedback forms can identify areas for improvement, which helps teams refine their processes and collaboration strategies over time.

  Using forms in a Kanban environment ensures that crucial information is captured consistently, reducing the risk of miscommunication, improving visibility, and ultimately fostering better collaboration across teams.

Figure 5-1 shows a Smartsheet form titled "New Campaign Request Form" being edited. The form includes fields for campaign details such as name, description, channels, and dates, allowing users to input information for new marketing campaigns. The interface also provides options to add or remove fields and customize the form's appearance.

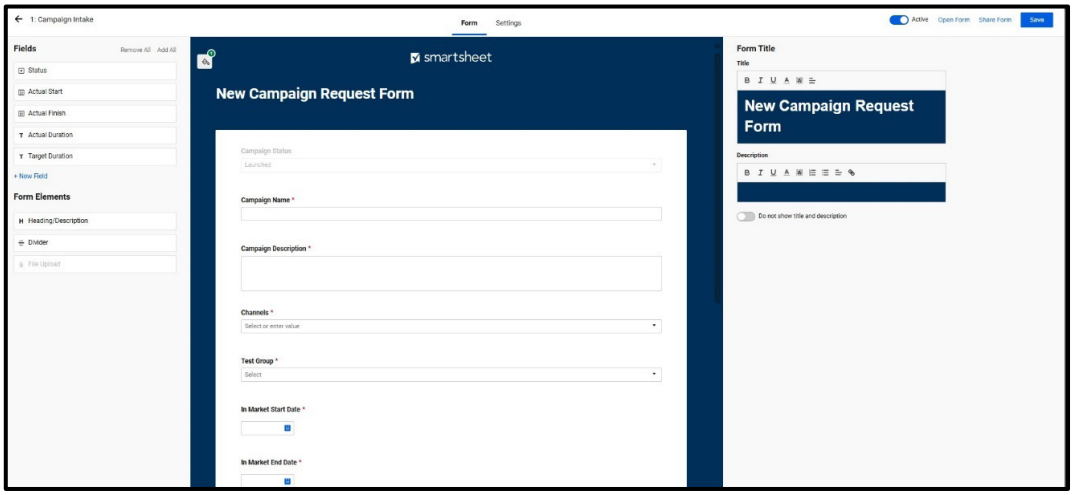

Figure 5-1: A Variant of Forms used in Kanban (Source: Smartsheet)

Figure 5-2 shows a Kanban Board interface in Notion with a form titled "Report Bug." The form includes fields for description, name, and email, and is accessible to anyone at VMFoods via a shared link, indicating a system for internal bug reporting.

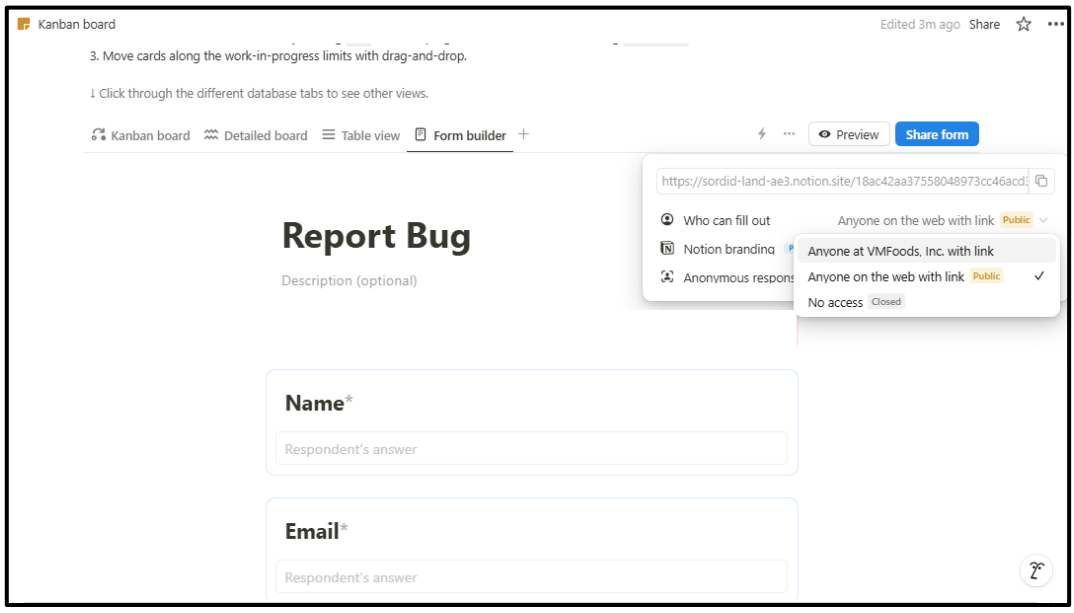

Figure 5-2: Variant of Forms used in Kanban (Source: Notion)

Figure 5-3 shows a chat interface in Wrike. It suggests various actions such as drafting, brainstorming, summarizing, and coding assistance, indicating an AI assistant designed to support diverse Tasks. A text input box at the bottom allows users to enter their requests.

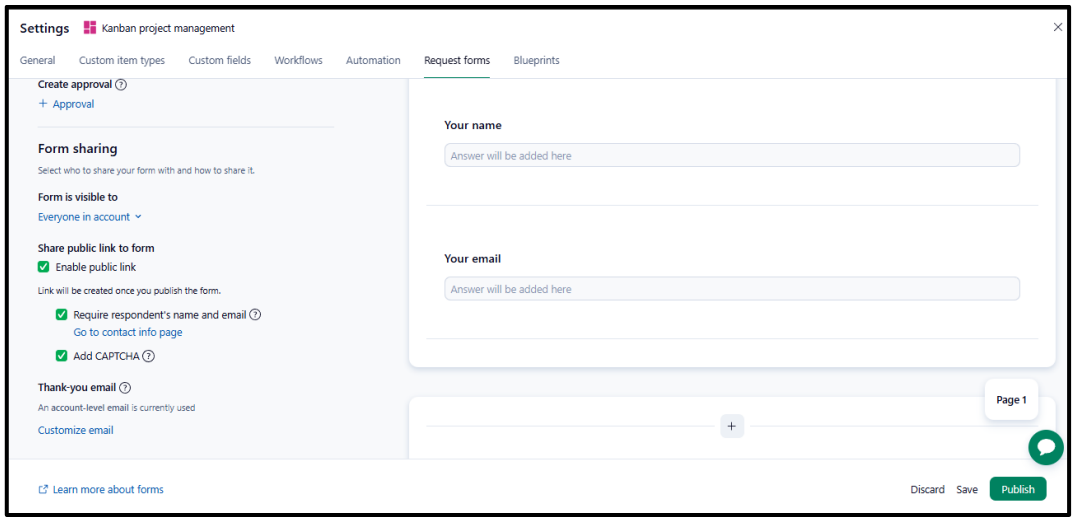

Figure 5-3: A Variant of Forms used in Kanban (Source: Wrike)

Creating and Sharing Forms:

Teams can create and share forms at the Kanban Board level. Fields can include single-line text, multi-line text, checkboxes, radio buttons, calendars, attachments, descriptions, and more. Forms can be created and used by teams across divisions or departments to facilitate work completion.

Figure 5-4 shows a form builder in Vabro, demonstrating the creation of a "Leave Application" form, which can be used by any company employee to submit a leave request to their HR team. The form highlights drag-and-drop functionality for adding fields such as name, email, department, and designation, along with options for customizing the form layout.

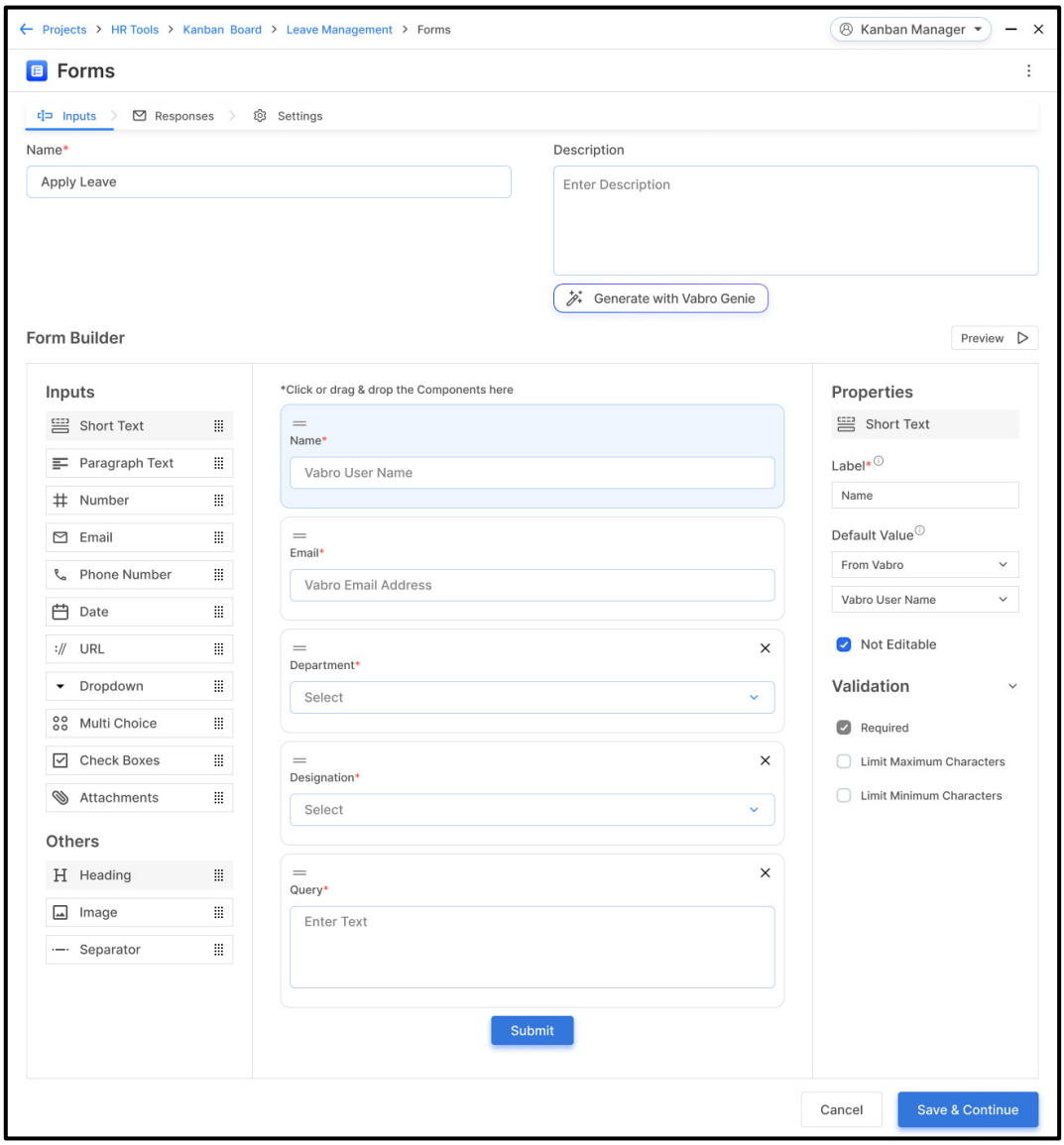

Figure 5-4: Creation of a Form for Collaboration in a Digital Kanban Tool (Source: Vabro)

Figure 5-5 shows a form titled "Requests for Creative Production" being edited in Asana. The form includes fields for request details and allows customization of settings, such as who can access and submit the form, highlighting its use for managing creative Workflows requests.

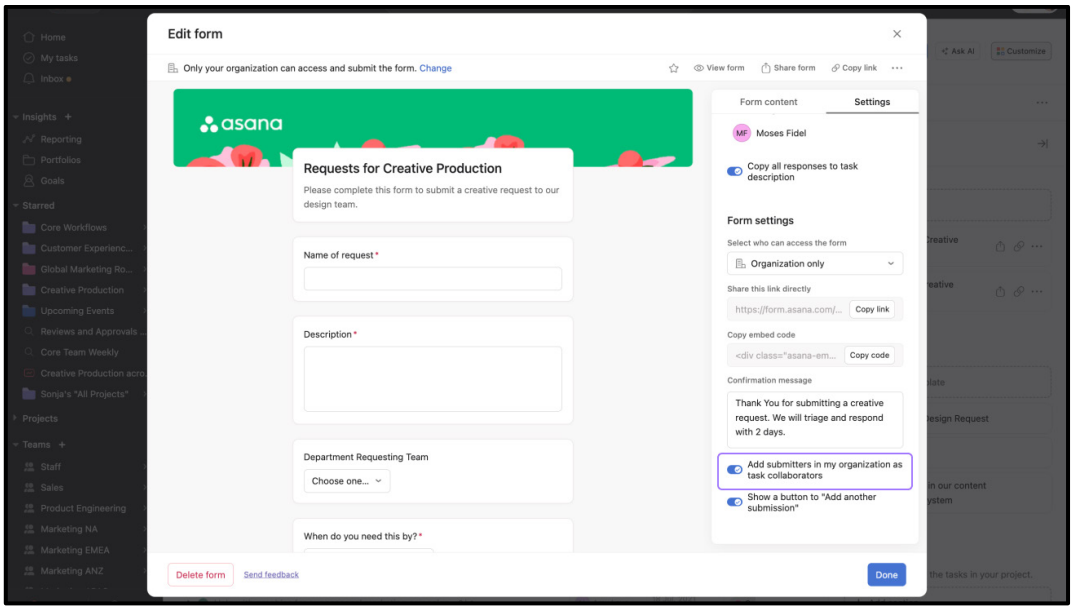

Figure 5-5: Form Creation (Source: Asana)

Figure 5-6 shows a Jira form titled "Initiative New Campaign - Task Form" being edited. The form includes fields for summary, description, and attachments, and allows adding help text. On the right, a menu shows available fields like assignee, category, and due date that can be added to the form.

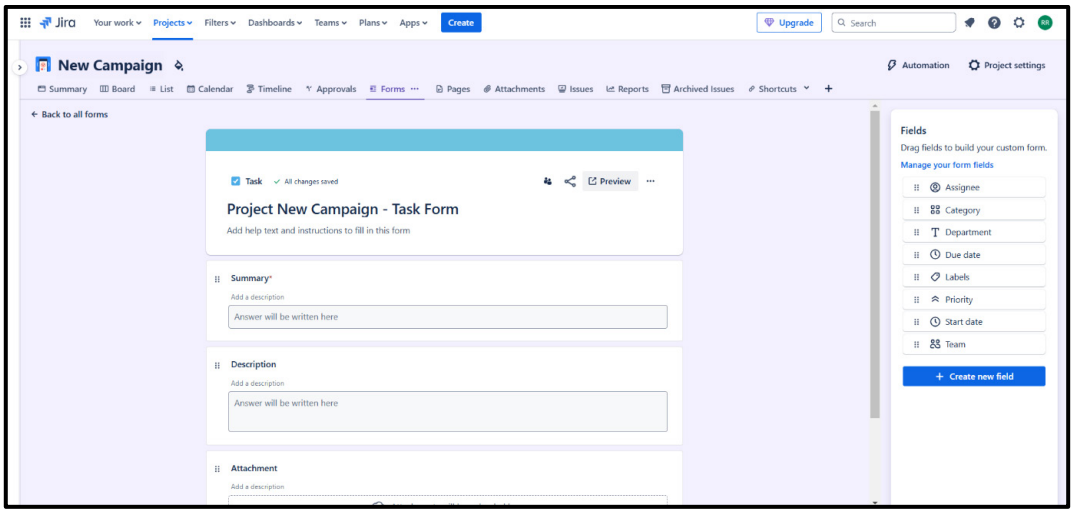

Figure 5-6: Form Creation (Source: Jira)

Managing Tasks with Forms

Managing Tasks with forms can be an effective way for teams to streamline Workflows, enhance collaboration, and track submissions from both internal teams and external customers. Here's how teams can leverage forms to manage Tasks seamlessly:

5.2.1.1 Form Templates

- Creation of Templates: Users can design and store standardized form templates for recurring Tasks, such as leave requests, feedback collection, progress updates, incident reports, or request submissions. These templates can be reused as needed.
- Customizable Fields: Fields can be customized to capture all necessary data for different Tasks. For example, you can include text boxes, dropdown menus, checkboxes, and file upload sections, depending on the nature of the Task.
- Predefined Workflows: When reused, forms can automatically trigger predefined Workflows. For example, once a form is submitted, it can assign Tasks to specific team members, send notifications, or move the Task to the next stage.

Figure 5-7 shows Vabro's Leave Management dashboard with HR and Finance forms, submission details, and actions like Submit and Reports.

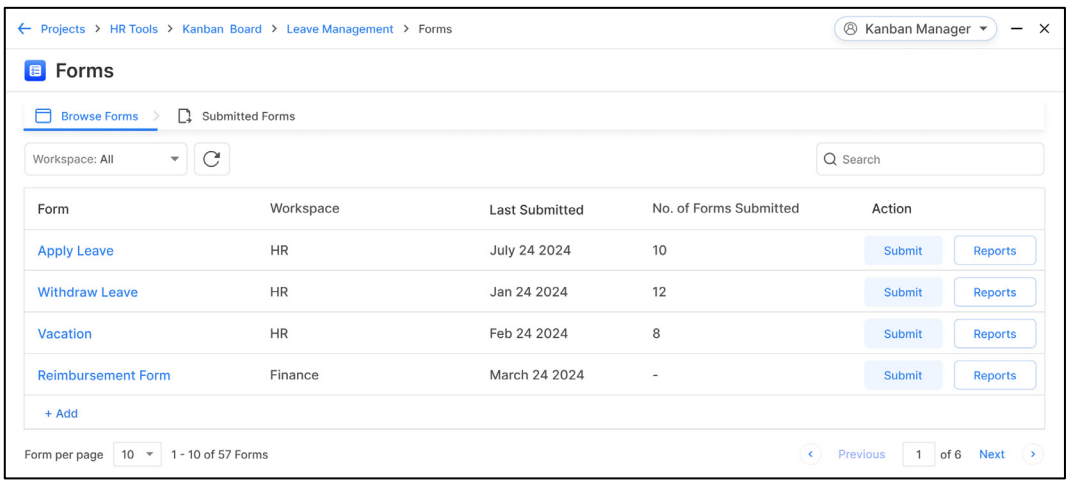

Figure 5-7: Sample Form Template (Source: Vabro)

5.2.1.2 Task Management and Team Collaboration

- Assigning Tasks: Once a form is submitted, it is added to the Kanban Board as a Task and can be assigned to relevant team members or departments for follow-up. Task owners are notified, and form responses are stored for quick reference.
- Real-Time Updates: Team members can update Task statuses in real time. Comments, feedback, and progress updates can be shared with the team, ensuring everyone stays on the same page.
- Collaborative Communication: Team members can communicate within the Task interface using comments or a discussion board. They can also set reminders and prioritize Tasks as needed.

Figure 5-8 shows Vabro's Kanban Board for Leave Management, displaying Tasks in columns: Submitted, Rejected, Under Review, Approved, and Rejected.

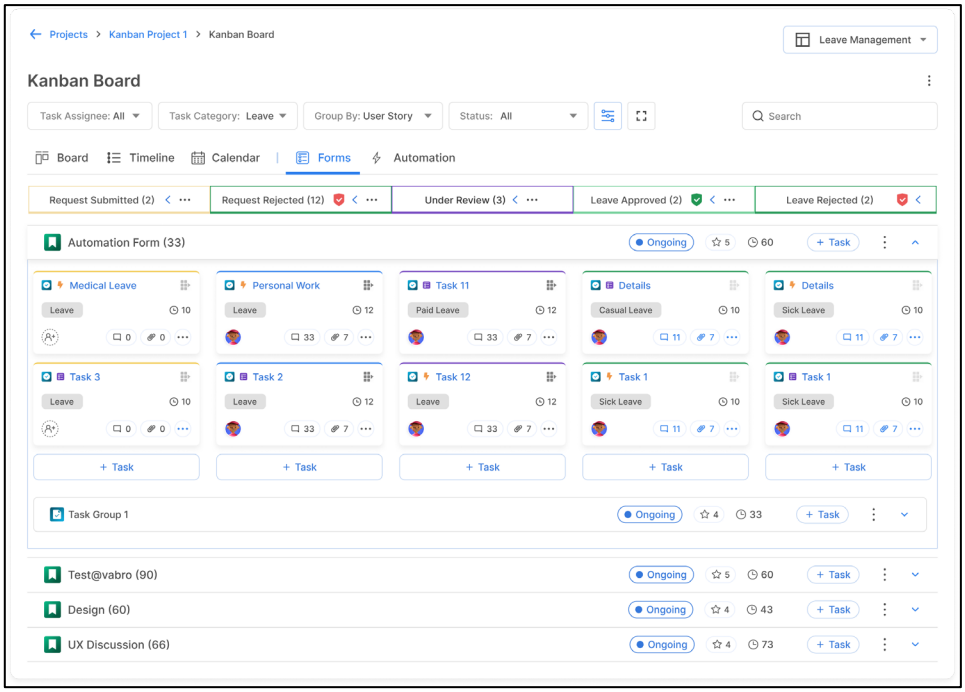

Figure 5-8: Kanban Board for Leave Management (Source: Vabro)

Figure 5-9 shows a Leave Request Form in Vabro for John Smith, detailing team, assignee, status, board details, and approval options.

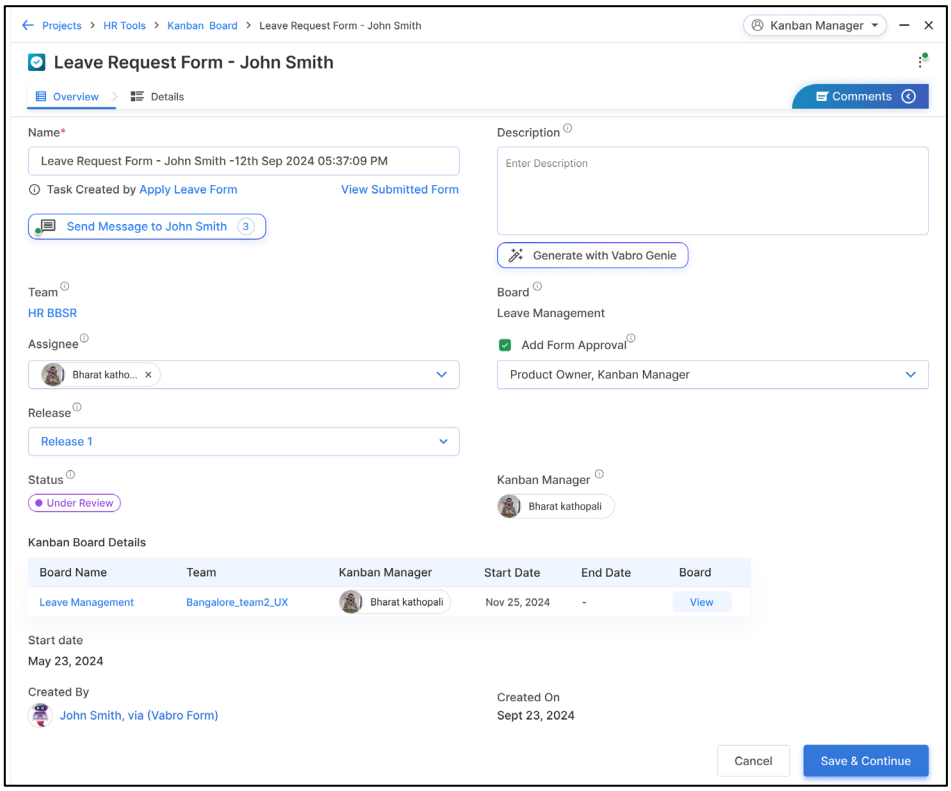

Figure 5-9: Sample Leave Request Form (Source: Vabro)

5.2.1.3 Communication with the Form Submitter

- Automated Acknowledgment: After a form is submitted, an automated response can be sent to the submitter to acknowledge receipt and outline any next steps.
- Custom Responses: If the form requires follow-up or clarification, forms can enable direct communication with the submitter via email, chat, or notifications. Custom responses can be created based on the nature of the request.
- Feedback Loops: If a Task or request requires additional information or clarification, team members can request more details from the submitter. For example, an automated clarification email or chat message can be sent to the submitter.

Figure 5-10 shows Vabro's "Apply Leave" form with employee details, supporting documents, and a template selection for leave response messages.

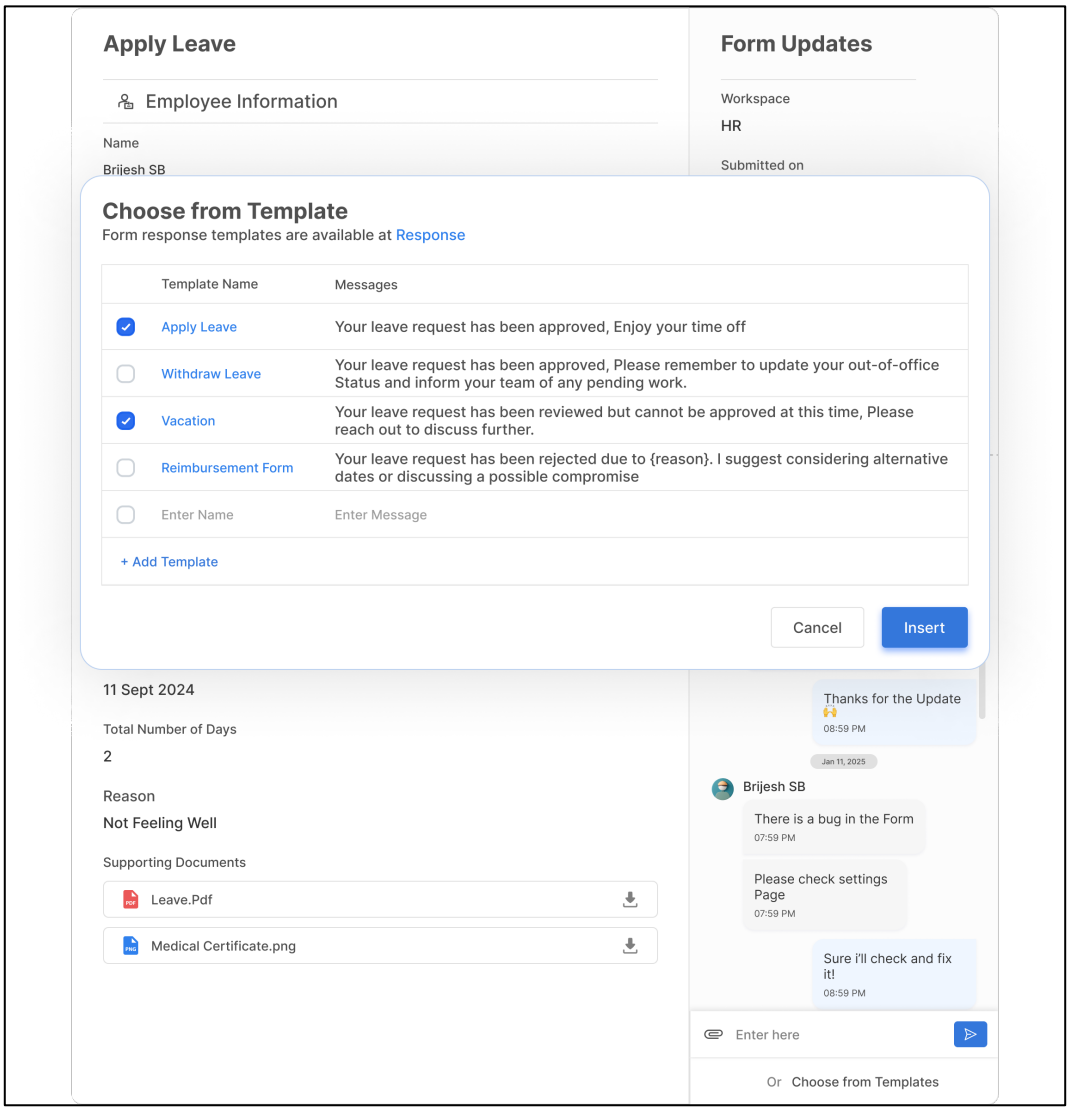

Figure 5-10: Form Template Selection for Leave Response (Source: Vabro)

5.2.1.4 AI-Generated Responses

- Automating Initial Replies: AI can generate initial responses based on the content of submitted forms. For example, it can automatically confirm submissions, provide estimated timelines, or suggest potential solutions based on keywords or past form data.
- Smart Suggestions: When submitters include specific keywords or phrases in their forms, AI can suggest possible resolutions, answers, or resources before human intervention is needed. This reduces response times and enhances customer satisfaction.
- Follow-Up Automation: AI can trigger follow-up messages based on specific timelines or conditions. For instance, if a form requires action within 24 hours, AI can send a reminder or escalate the Task to management if it remains incomplete.

Figure 5-11 shows Vabro's Forms interface with response templates, sample questions from Vabro Genie AI, and options to insert, edit, or delete templates.

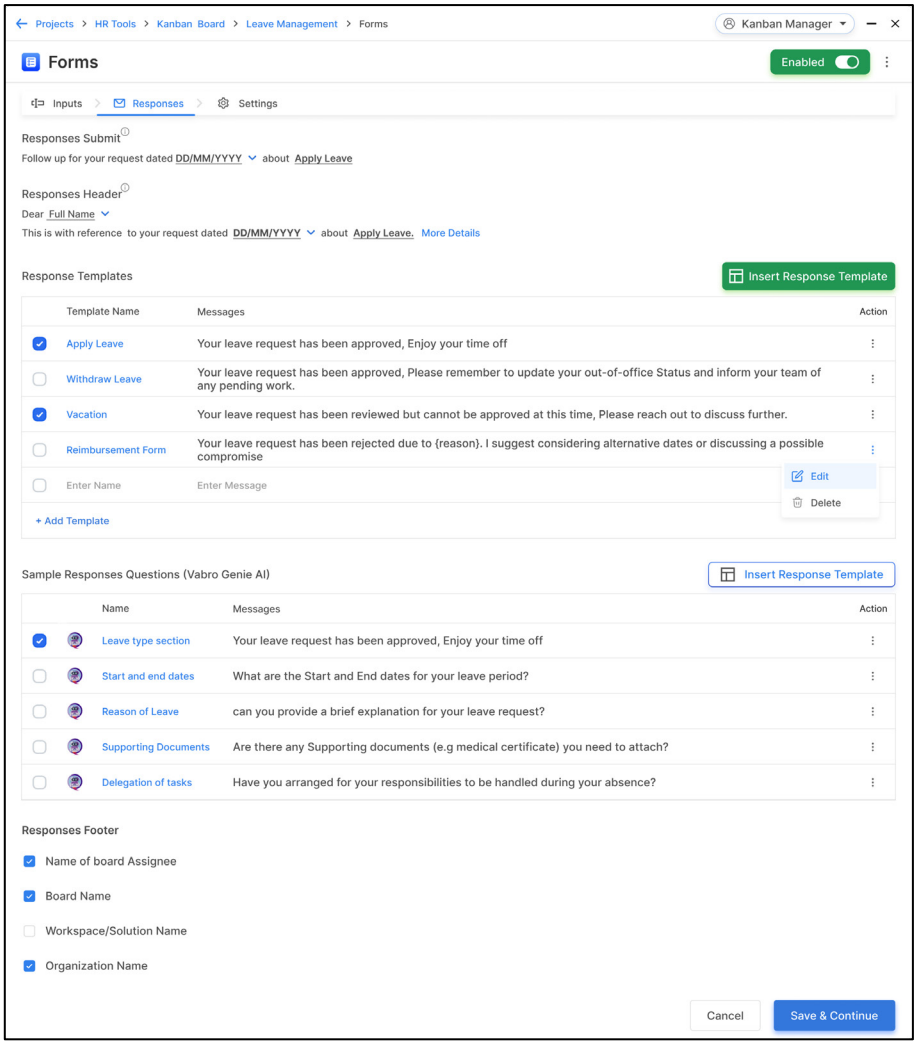

Figure 5-11: Form Interface with Response Templates (Source: Vabro)

5.3 Escalations

Kanban tools are highly effective for managing escalations within Workflows. By providing real-time visibility into Tasks and progress, these tools help teams quickly identify bottlenecks, delays, or issues that may require escalation. When a Work Item encounters a roadblock or exceeds a defined threshold, such as WIP limits or lead time, the Kanban Board can trigger an alert, signaling the need for escalation.

Kanban tools often include features like color-coded flags, custom tags, or notification systems to highlight critical Tasks that need immediate attention. For example, if a Task is stalled in a particular column for too long, it can be flagged for escalation to a manager or team lead.

Some Kanban tools allow the creation of an Escalation Column on Kanban Boards, so that Tasks placed in this column are escalated to another board. This enables the responsible parties to take quick action, whether it's addressing the issue directly or reallocating resources to resolve it.

When an issue is escalated, relevant parties can immediately communicate, share necessary files, or brainstorm solutions. By integrating escalations directly into the Workflows, Kanban ensures that issues are addressed promptly without disrupting the overall flow, leading to more efficient problem-solving and smoother processes.

5.3.1 Planning Escalations

Planning escalations in Kanban Workflows is a strategic approach to managing Tasks that require prioritization or intervention. This supports efficient escalation management and can be tailored to complex Workflows, especially those involving cross-team collaboration. Here's how it works in detail:

5.3.1.1 Escalation Trigger and Initial Setup

- Escalation Column: The first step is to create an Escalation column on your Kanban Board. This designated area is where Tasks requiring escalation are moved.
- Identifying Escalated Tasks: Tasks that are stuck, delayed, or marked as urgent are transferred to the Escalation column, signaling the need for special attention or intervention.

Figure 5-12 shows Vabro's Kanban Board for Customer Tickets, featuring Task columns (Ticket Received, Assigned, In Progress, Done) with options to edit, add, or delete columns.

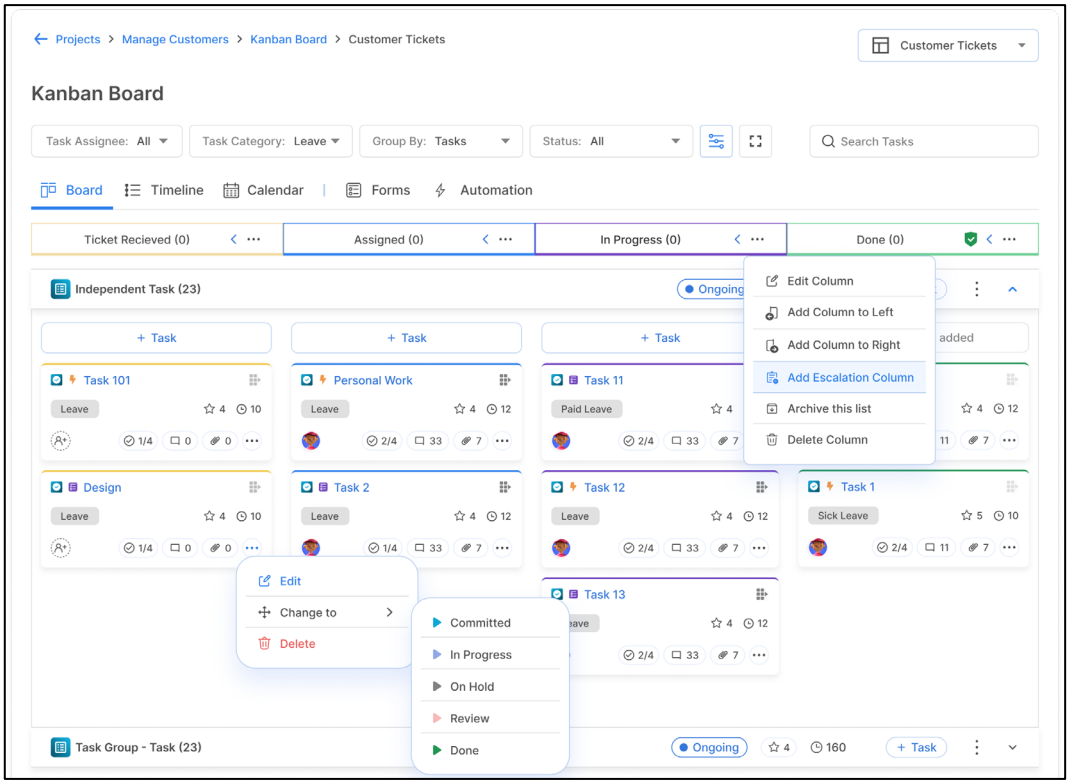

Figure 5-12: Kanban Board for Customer Tickets (Source: Vabro)

5.3.1.2 Setting Escalation Destinations

- Escalation Destination Boards: Once Tasks are moved to the Escalation column, you can define escalation destination boards—specific locations where Tasks are sent for further action.
- Multiple Destinations: Digital Kanban tools allow you to set multiple destination boards. For example, escalated Tasks can be routed to:
    - Technical Support for resolution
    - Management for oversight and decision-making
    - Cross-Functional Teams when collaboration across departments is required
- Flexible Escalation: This flexibility ensures that Tasks are escalated to the appropriate team or individual for timely resolution.

Figure 5-13 shows Vabro's Kanban Board with an "Escalated" column added. A pop-up explains how to escalate Tasks using this new column.

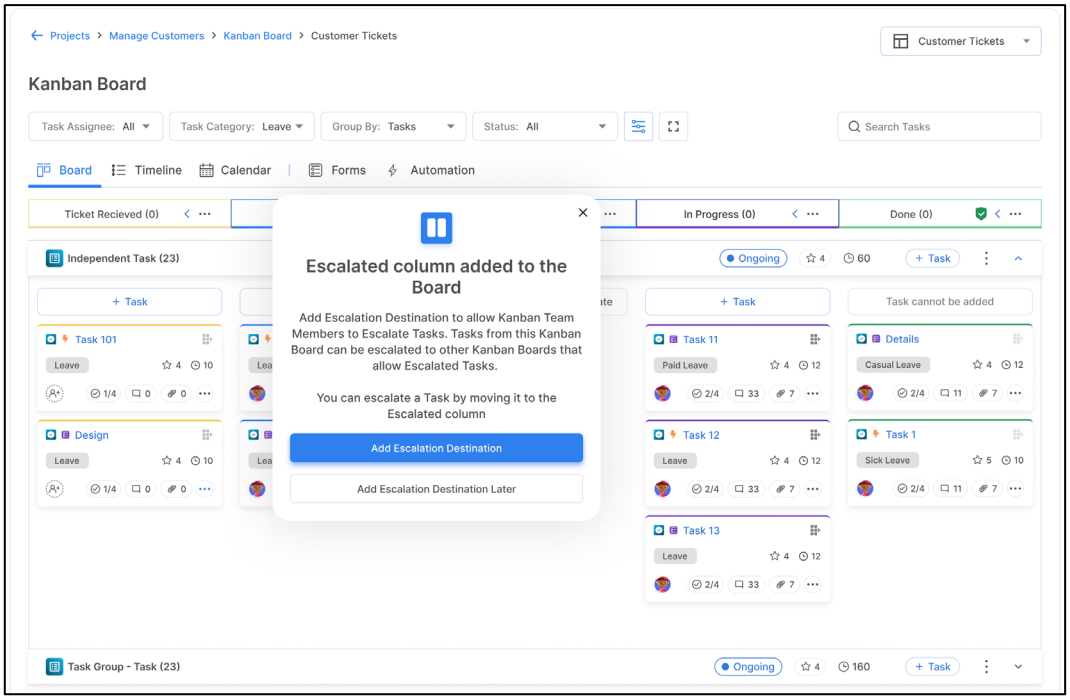

Figure 5-13: Kanban Board with Escalation Column (Source: Vabro)

Figure 5-14 displays Vabro's Kanban Board with the "Escalation Destinations" window open. It shows three destinations: Tech Tickets, Payment Tickets, and L1 Support, each assigned to specific support teams. There's also an option to create a New Escalation Destination.

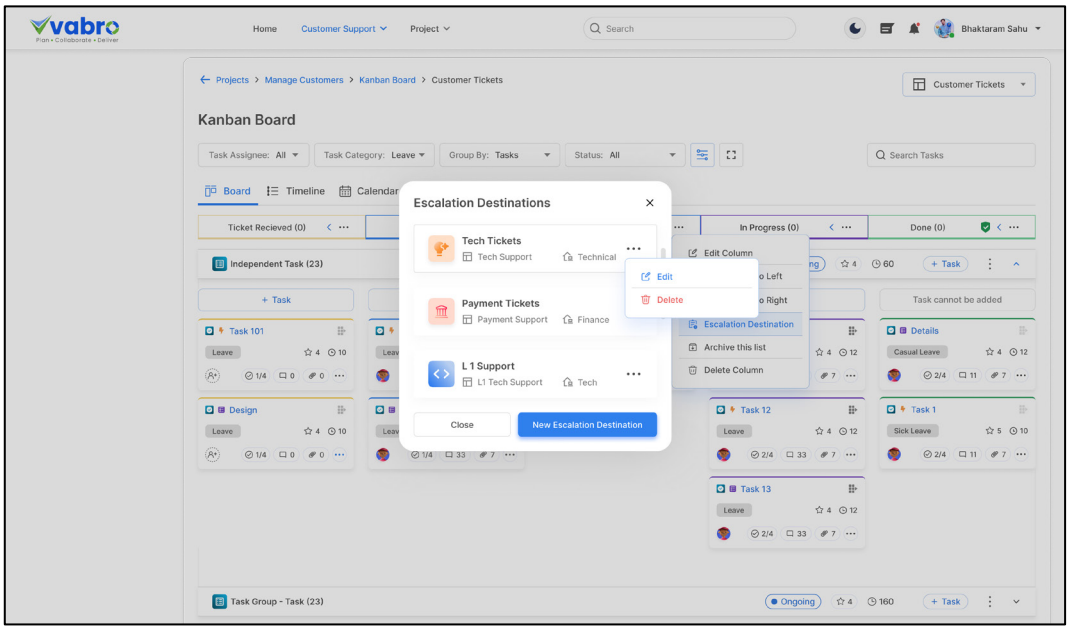

Figure 5-14: Kanban Board with Escalation Destinations (Source: Vabro)

5.3.1.3 Severity Levels and SLA Timings for Escalations

Digital Kanban Tools allow you to configure Severity Levels that correlate with the Service Level Agreements (SLAs) for resolution times:

- Critical Tasks: Must be resolved within 1 hour.
- High-priority Tasks: Must be resolved within 2 hours.
- Medium-priority Tasks: Should be resolved within 4 hours.
- Low-priority Tasks: Can be resolved within 8 hours.

These severity levels help prioritize Tasks, ensuring that urgent matters are addressed more quickly, while less critical Tasks follow their own timelines.

The Kanban Manager can customize these SLAs based on the specific needs of the organization or Workflows. Once a Task is escalated, it must be resolved within the defined SLA to avoid further escalation or negative consequences.

Figure 5-15 shows the "New Escalation Destination Board" setup window within Vabro's Kanban Board.

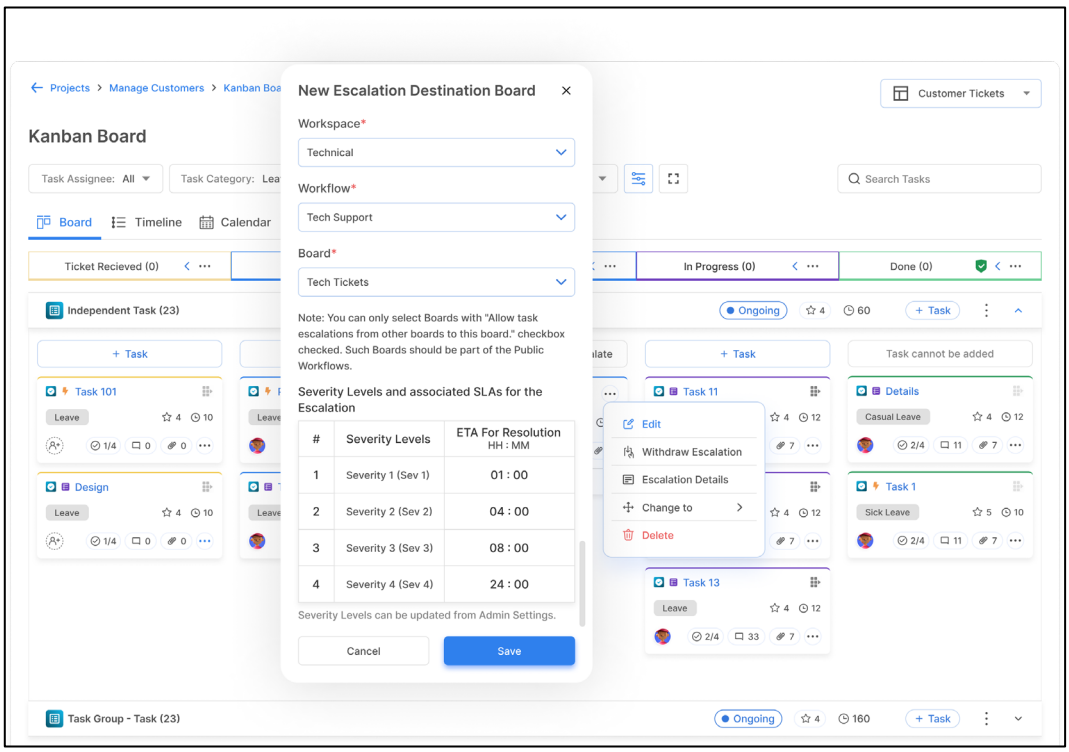

Figure 5-15: New Escalation Destination Board (Source: Vabro)

5.3.1.4 Managing Complex Workflows with Multiple Escalation Columns

For complex Workflows, Digital Kanban Tools provide the option to add multiple Escalation Columns within a single Kanban Board. This is especially useful when the escalation process requires cross-team collaboration. The escalation columns in a Kanban Board can include:

- First Escalation Column: A Task may be escalated to a specialized team (e.g., technical support).
- Second Escalation Column: If unresolved, the Task can be escalated to management or a higher authority for quicker intervention.
- Third Escalation Column: If still unresolved, a cross-functional team can be Tasked with resolving the issue, involving multiple departments or stakeholders.

This structure allows for a tiered escalation approach, where each stage introduces a higher level of attention, increasing urgency and priority accordingly.

5.3.1.5 Notifications and Alerts

As Tasks progress through the escalation process, notifications and alerts can be configured to inform relevant stakeholders at each stage. For example:

- A notification can be sent to the support team when a Task is escalated to them.
- If the SLA for a Task is about to be breached, the relevant manager or team lead can be alerted.

This ensures the team remains aware of critical Tasks and that responsibilities are clearly defined at each stage of the escalation.

5.3.2 Managing Escalations

Managing escalations within Workflows provides an interactive and transparent process, where both the source and destination boards work in tandem to ensure efficient Task resolution. This system promotes collaboration, accountability, and visibility throughout the escalation process. Here's a detailed breakdown of how the escalation process works and how Digital Kanban Tools manages Task resolution:

5.3.2.1 Task Management on Destination Board

When a Task is escalated from the source board, it is automatically transferred to the destination board. This signals that the Task requires immediate attention from the destination team. At this point, members of the destination board are notified of the new Task awaiting their action.

5.3.2.2 Acceptance or Rejection of an Escalation

The members of the destination board are prompted to either accept or reject the escalation:

- Acceptance: When a team member accepts the Task, it is officially added to the board for resolution.
- Rejection: If the destination team feels that the escalation is inappropriate or that they aren't the right team to handle it, they can reject the Task. This keeps the process flexible, ensuring that Tasks are not escalated unnecessarily or to the wrong team.

Figure 5-16 shows a Task escalation request (*E-Unable to Login* with Severity 1) awaiting approval. Tasks are organized in columns: Ticket Received, Assigned, In Progress, and Done.

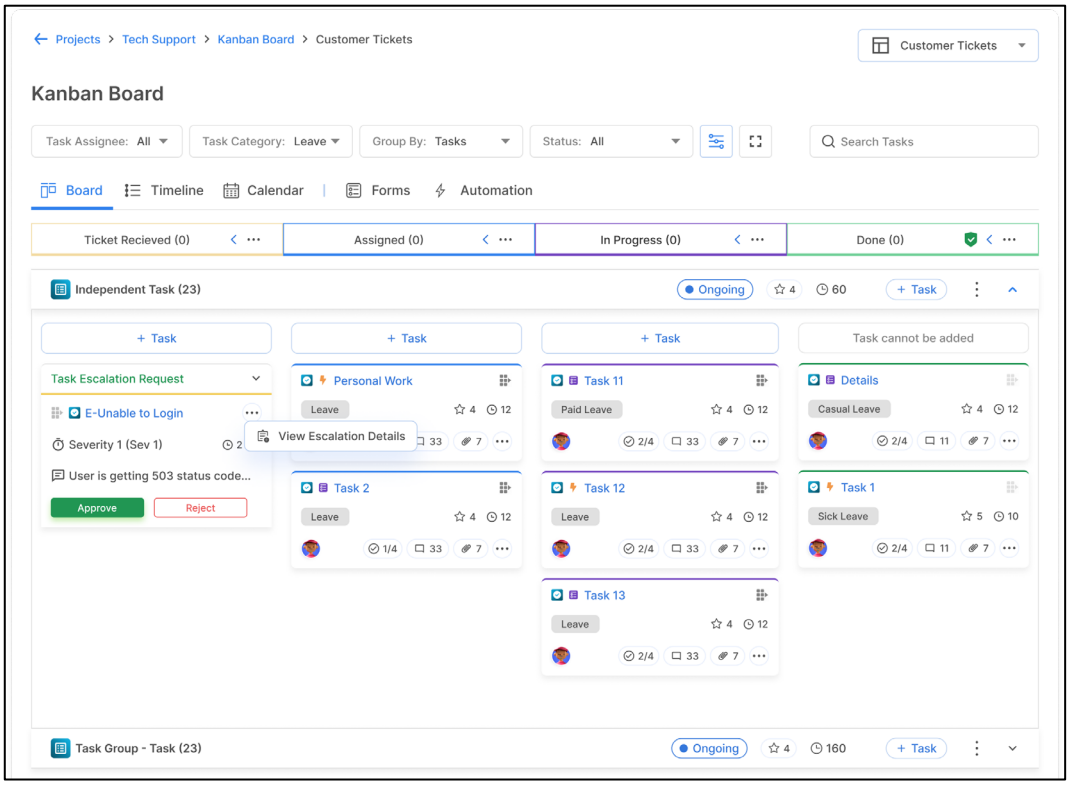

Figure 5-16: Task Escalation Request (Source: Vabro)

Figure 5-17 shows an escalation request (*Unable to Login*) with Severity 3 (SLA: 12 hrs). Details include source Task, board, Workflows, escalator, and approval options: Accept or Reject.

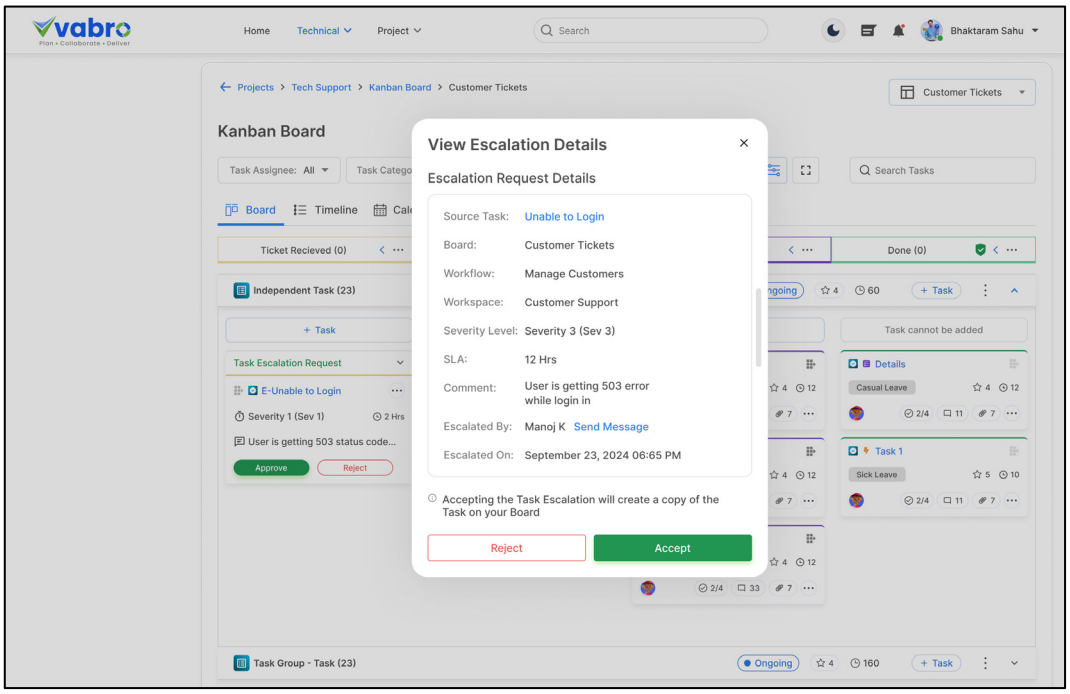

Figure 5-17: Escalation Request (Source: Vabro)

5.3.2.3 Automated Labels and Tags to Enhance Transparency

Once the escalation is accepted or rejected, automated labels and tags are applied to the Task on both the source and destination boards. These labels serve as indicators of the Task's current status, providing real-time visibility into its progress.

For example, tags such as "Escalated," "Accepted by Destination," or "Resolved" may be used.

This ensures both teams have a transparent overview of the Task's progress at any given moment, even if they are working on different boards.

Figure 5-18 displays Task statuses: Ticket Received, Assigned, Escalated, In Progress, and Done. Tasks can be escalated by moving them to the *Escalated* column for priority handling.

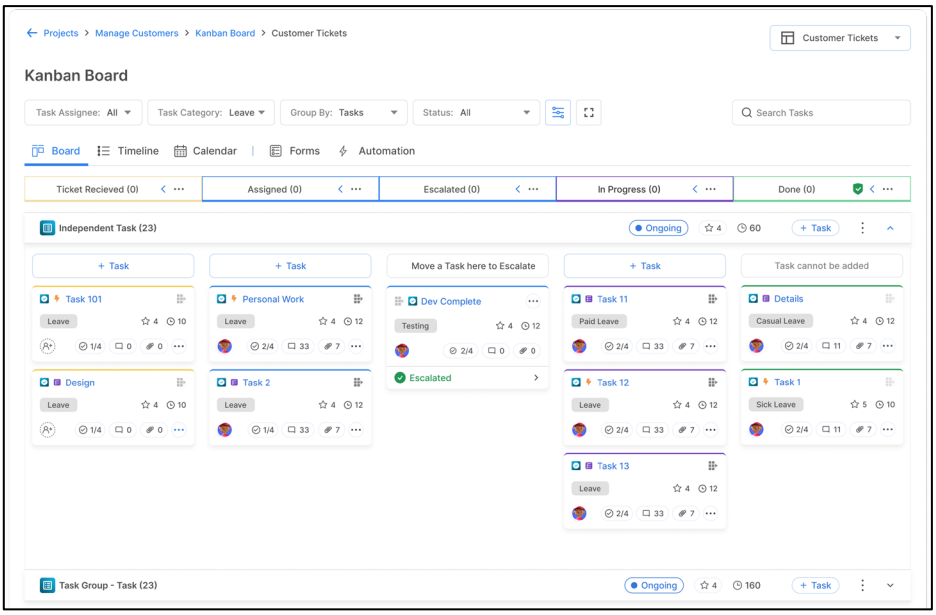

Figure 5-18: Task Statuses (Source: Vabro)

5.3.2.4 Task Completion with Notification Back to the Source Board

Once the escalated Task is completed on the destination board, a notification is sent back to the source board. This allows the user who escalated the Task to close it on the source board, ensuring that the Task is fully tracked and completed. This two-way communication guarantees that the entire team remains aligned on the Task's lifecycle, from escalation to resolution.

Figure 5-19 shows Tasks by status: Ticket Received, Assigned, In Progress, Escalated, and Done. Escalated Tasks display as *Escalation Complete* when resolved.

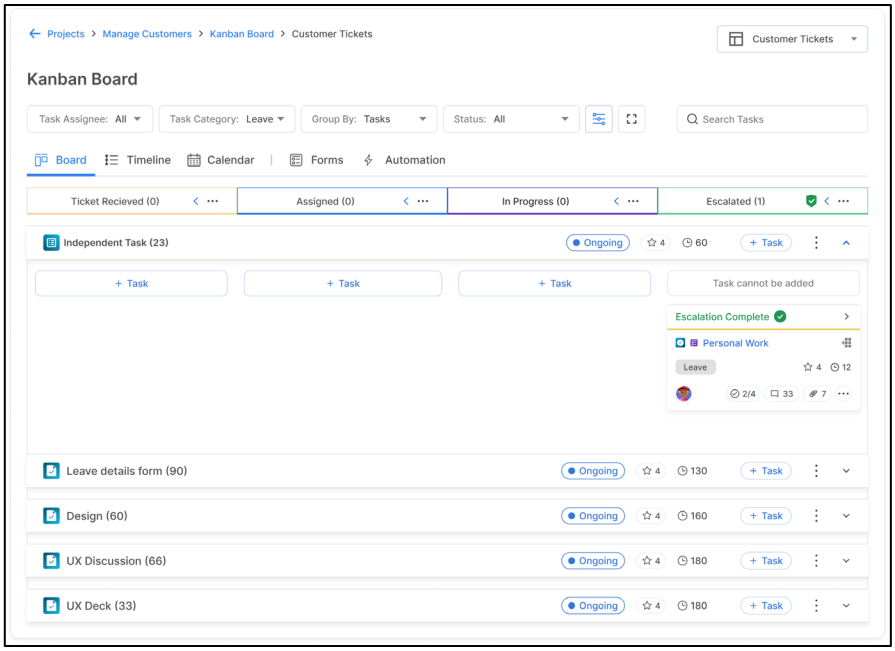

Figure 5-19: Tasks by Status (Source: Vabro)

5.3.2.5 Two-Way Communication Throughout the Escalation Process

Digital Kanban Tools facilitate two-way communication throughout the escalation process, allowing for clarification or feedback. This is essential when additional information or input is needed to move the Task forward. For example, the destination team might request more details about the issue, or the source team may provide additional context about the Task. This continuous communication enables both teams to collaborate effectively, ensuring the Task is thoroughly understood before resolution.

Figure 5-20 displays View Escalation Request Details, including Task source, status, assignee, board, Workflows, workspace, severity level, SLA, comments, and escalation date, with options to send messages or close the request.

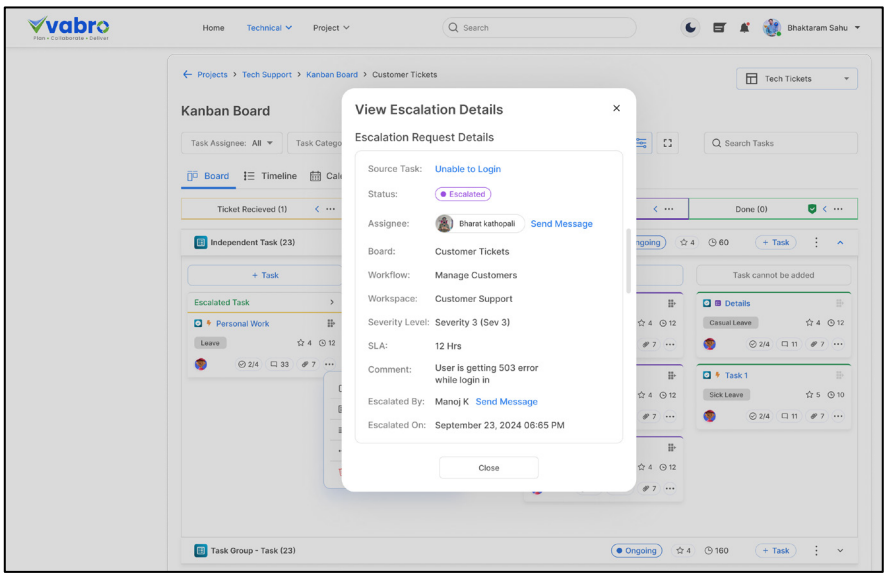

Figure 5-20: View Escalation Request Details (Source: Vabro)

5.4 Reports

Reports play a crucial role in enabling collaboration within a Kanban system by providing transparency and shared insights across teams. These reports capture and present key performance metrics, such as cycle time, lead time, throughput, and WIP (Work in Progress), that help team members stay aligned on progress and issues. By making these metrics accessible, reports create a common understanding of the current state of work, which fosters more effective collaboration between teams and stakeholders.

For example, a Cycle Time Report allows teams to identify delays in the Workflows and discuss solutions to address bottlenecks. Similarly, a WIP report helps teams manage their workload by ensuring they do not exceed capacity, promoting balanced effort across the team. With real-time access to performance data, teams can engage in timely discussions, provide feedback, and adjust Workflows as needed.

Furthermore, reports facilitate communication with external stakeholders by offering them a clear view of Workflows progress, risks, and challenges. This shared visibility ensures that everyone is working towards the same goals, with a clear understanding of priorities and obstacles. Ultimately, reports serve as a tool for continuous improvement, helping teams collaborate effectively to enhance Workflows efficiency and achieve business objectives.

Additional information about Reports in Kanban is discussed in Chapter 4 “Kanban Reports and Metrics.”

5.4.1 IT-enabled Collaboration

Kanban collaboration is significantly enhanced by IT tools, which provide real-time visibility, seamless communication, and efficient Workflows management. Collaboration in IT tools is facilitated through various media such as chats, messages, comments, mentions, watches, and the sharing of files and links. Digital Kanban tools offer a shared platform where team members can access and update the Kanban Board, regardless of their location. This facilitates collaboration by ensuring that everyone has the same, up-to-date information about Task status, priorities, and deadlines.

IT tools enable teams to track Work Items, manage dependencies, and identify bottlenecks in the Workflows. By using these tools, teams can easily share data, collaborate on Tasks, and address issues quickly. Additionally, Kanban tools often include features like comments, mentions, and notifications, which promote real-time communication among team members and stakeholders.

Integration with other software tools is another key benefit. IT tools can sync with Workflows management, messaging, and file-sharing systems, ensuring that teams can collaborate without switching between multiple platforms. For instance, teams can attach documents to specific Tasks, chat directly about Task details, or track changes using version control.

These digital tools make Kanban Workflows more transparent, organized, and adaptable, improving cross-functional collaboration and ensuring that teams remain aligned and focused on their goals. Ultimately, IT tools help streamline communication and collaboration, making the Kanban process more efficient and effective.

Ways IT Tools Enhance Kanban Collaboration:

1. **Real-Time Updates and Notifications**
    - Automated messages notify the team when:
        - A card is moved to a new column (e.g., "In Progress" → "Review")
        - A deadline is approaching
        - A comment or file is added to a task
    - Keeps everyone in the loop without needing to check the board constantly.

2. Centralized Communication

- Conversations about specific tasks or cards happen in threads or channels linked to those items.
- Prevents siloed communication and helps capture decisions/discussions in one place.

3. Task Assignment and Mentions

- Team members are tagged in messaging tools (e.g., @John please review the bug fix on Card #32) to prompt action.
- Direct linking from chat to specific Kanban items improves speed and clarity.

4. Integrated Bots and Commands

- Bots (e.g., Vabro Automation, Trello Bot in Slack) let users:
    - Create or move cards
    - Assign team members
    - Add comments
- All from within the chat app.

5. Collaborative Decision-Making

- Messaging tools provide a space for quick polls, brainstorming, or consensus-building around tasks on the board.
- Ideal for asynchronous collaboration across time zones.

6. Transparency Across Teams

- Cross-functional teams (e.g., dev + design + QA) use shared channels to discuss Kanban progress and blockers.
- Promotes a shared sense of ownership.

The Practical Implementation Guide for Managing Workflows using Kanban

The Kanban Body of Knowledge (*KBOK™ Guide*) offers guidelines for successfully implementing Kanban, a widely used Agile methodology for managing business workflows. Originally developed in manufacturing, Kanban is now applied across various industries and sectors, including software development, healthcare, education, human resource management, retail, sales and marketing, finance, and more. It works for organizations of all sizes, from small businesses to large enterprises.

The *KBOK™ Guide* is built on insights from thousands of workflows across industries, with significant input from the global Kanban community and the VMEdu® Global Authorized Training Partner Network, comprising over 2,000 companies in more than 50 countries. Its development was a collaborative effort involving experts and practitioners from diverse fields.

The *KBOK™ Guide* is a comprehensive yet easily accessible framework for managing workflows with Kanban. It includes practical examples of Kanban implementation using popular IT tools, helping readers apply the methodology in their organizations. The guide also covers how Kanban integrates with other Agile frameworks such as Scrum, DevOps, OKRs, and Lean. Recommendations about how Artificial Intelligence can be used to increase productivity in Kanban workflows are also included in the *KBOK™ Guide*.

The *KBOK™ Guide* serves as a resource for both experienced Kanban practitioners and professionals new to workflow management. It's also suitable for those with no prior Kanban experience. The widespread adoption of the *KBOK™ Guide* framework standardizes how Kanban is applied to workflows globally and significantly helps organizations improve their overall productivity and return on investment.

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