

Process Optimisation Blueprint

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Get Started



Thank you for downloading **THIS WORKBOOK**

Did you know that the best and most efficient companies (big or small) use Kanban as their not-so-secret weapon to optimise their processes?

Well now it's your turn to learn the Lean way...

This blueprint is your guide to help you create your very own Kanban-inspired business workflows to optimise your own processes.

By following the workbook you will:



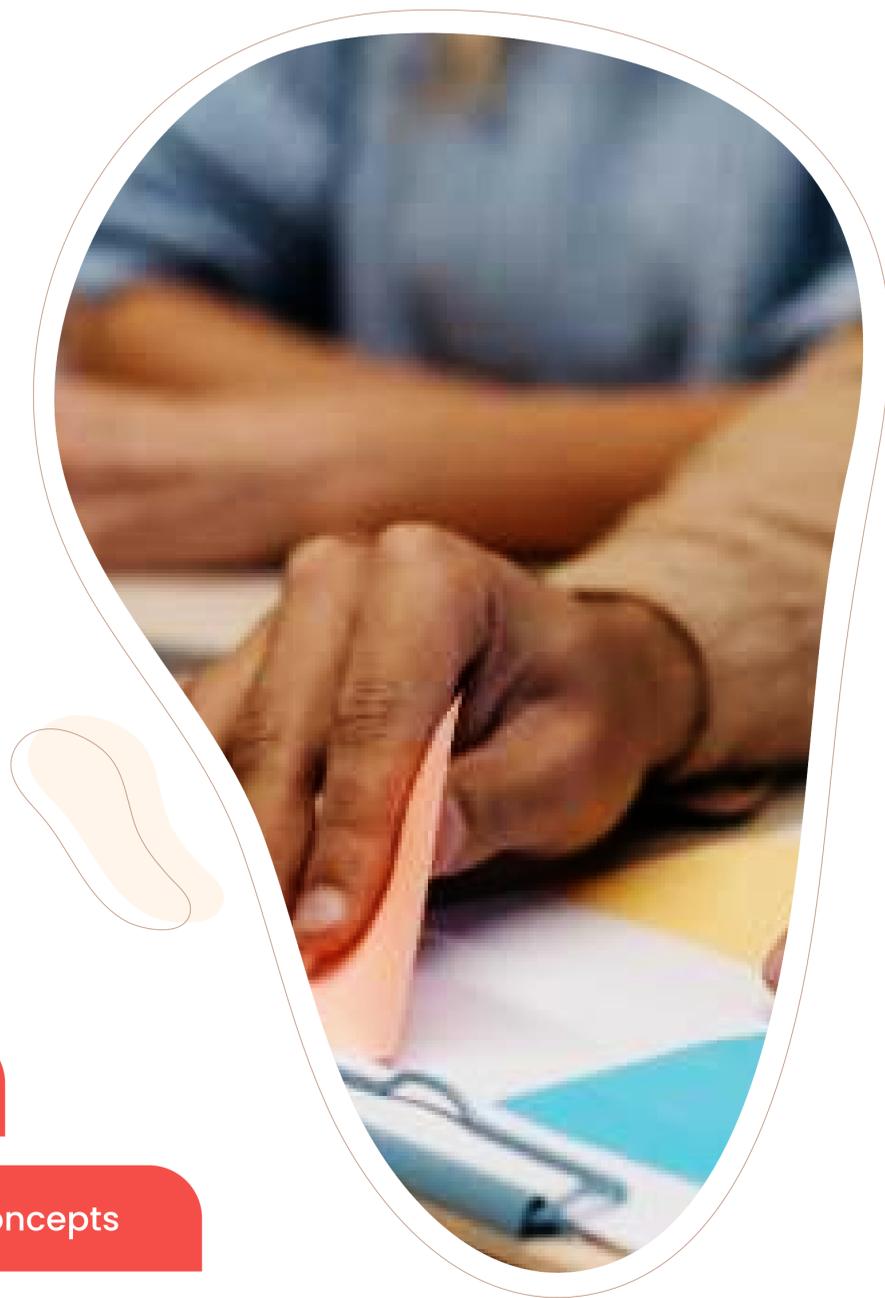
Leverage the benefits of using Kanban



Create your very own Kanban-inspired workflow



Gain a comprehensive understanding of Kanban concepts



Lean Methodology **A QUICK BRIEF**

People have been thinking about value delivery, efficiency, sustained improvement, and consistent production well before these elements were officially put into a framework.

In the modern sense, Frederick Taylor and Henry Ford were known to have made the first observations about Lean Methodology.

These were done primarily to help enable the American manufacturing industry combat the threat of outsourced labour during the early 1900s.

These concepts were then refined and enhanced by Shigeo Shingo and Taiichi Ohno while designing the now famous, Toyota Production System (TPS) in the 1930s.

What is **KANBAN?**

Kanban is a branch of Lean methodology that was created by Taiichi Ohno, an industrial engineer at Toyota. The term roughly translates to 'signboards' or 'billboards' in Japanese.

Kanban relies on visualisation to segment and track the status of workflows across stages. A typical Kanban board, in its most primitive form, essentially breaks workflows into three columns – 'To Do', 'Doing', and 'Done'. This way, project managers and business owners are kept aware of the status of tasks and can track them from start to finish.

The system is aimed at maximising efficiency, reducing waste, and enabling continuous improvements through the 'pull' approach (supply based on demand as opposed to producing goods and 'pushing' them into the market) to achieve Just in Time (or JIT).

Lean was at the core of the automobile manufacturing industry but over the years has found application across operations, marketing, and human resources as well as many other streams.



Why KANBAN?

Implementing Kanban has numerous benefits including:

- 01 Operational visibility
- 02 Augmented process efficiency
- 03 Increased productivity
- 04 Reducing process-related waste
- 05 Improved team focus
- 06 Prevention of burnout
- 07 Elimination of micromanagement
- 08 Simpler collaboration
- 09 Better team flexibility
- 10 Increased predictability



How Kanban Looks in your Organisation

Before we get started here is a quick introduction to the format of the workbook.

Firstly, you will find an explanation of the concept, followed by an example and then space for you to enter your own information.

In order to simplify the concept, as an example, we'll use the process of cooking a dish and how it would be applied to Kanban at each stage. Then we'll apply it to your own business.

Explanation And **INSTRUCTIONS**

For our example we will use cooking a simple dish e.g. tomato soup to put into a Kanban workflow.

Think of this information gathering step as sharpening your knives and gathering your ingredients.

01

Process Name : Tomato Soup

Process Description : Preparing and serving a tomato soup recipe from scratch in a restaurant

02

03

Responsible Team (The team primarily responsible for this process) : Kitchen

Collaborators (Name the teams that are required to collaborate to deliver the process) : Kitchen staff, wait staff, customer

04

Top 3 factors to measure success

- Correct ingredients used
- Timeliness of preparation
- Customer satisfaction



Now it's **YOUR TURN**

Jot down some details about the business process you have chosen.

Process Name

Process Description:

Responsible Team:

Collaborators:

Top 3 factors to measure success:

01

02

03



Explanation **TO DO**

Think of this as the preparation stage. List down every step that you do to prepare for the actual process. You can also further divide each step into sub-steps to suit your need. Feel free to indicate collaborations and dependencies as required.

Cooking a Dish : Chop the vegetables, prepare the stock, preheat the pan



Now it's your turn

Use the space provided to note down your own steps

A large, empty rectangular area with a dashed border, intended for writing down personal steps. A red arrow icon is positioned to the left of this area, pointing towards it.

Explanation **DOING**

This is the stage that requires you to perform the process. Break down each of the things you would do to fulfil the work that goes into the actual process. Do not forget to specify the roles or teams you will be collaborating with.

Cooking a Dish: Saute veggies, add stock, simmer, and reduce, etc.

Now it's your turn

Use the space provided to note down your own steps



Large dashed-line rectangular area for writing steps.



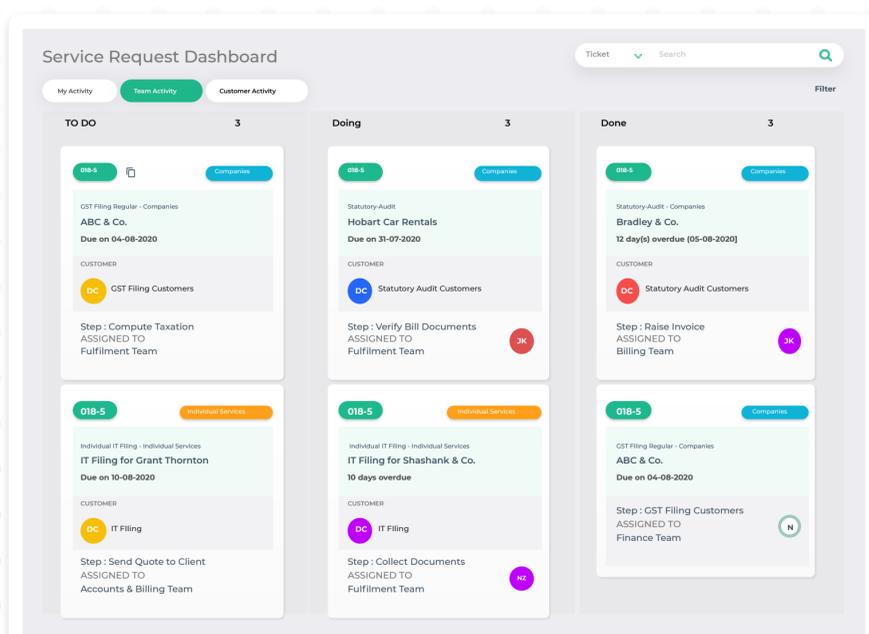
Explanation **DONE**

Now that the actual work is done, let's make sure you drive the task to completion. Mention each step that makes sure your work is delivered with reviews and signoffs. Do not forget, you may have collaborators in this step as well.

Cooking a Dish: Garnish, plating, presentation, head chef approval, serve to customer.

Now it's your turn

Use the space provided to note down your own steps



Above you can see an example of our Kanban-inspired smart service board, covering all these aspects, in action.

IN CONCLUSION

Now that you have a Kanbanised version of your process, take a quick moment to analyse how efficient your process is. Note down three (or more) key differences you notice in the way your process has changed.

Imagine the time and resources you would save if you had a clear understanding of bottlenecks in your process and a quick and easy way to make your business more efficient. Wouldn't it be wonderful if each of your business processes were mapped this way?



Boombirds is dedicated to the singular vision of helping businesses accelerate their growth by boosting productivity, improving operational transparency, optimising the service delivery process, and ultimately providing customers with consistently delightful experiences.

If you'd like to learn more and take advantage of Kanban in your existing business framework, reach out to us at support@boombirds.com, [schedule a demo](#) or [start a free trial](#) today by visiting our website.