

# **Boost Your Team's Productivity With a Powerful Visual Management**



## Quote time! (1)

**"Forget outside competition when your own worst enemy is the way you communicate with one another internally."**

— Jack Welch,  
former CEO of General Electric



**1 word, 1 image**

# Menu of the day:

★ Visual mgmt definition  
Why it's important

5S

6 questions

Examples (good and not so good...)

Tips & tricks

Obeya, visual facilit., USM...

Wrap-up

Remote?





**Definition:**

**Visual  
management**

*Mieruka* = 'Making Visible'

"Visual Control"

Technique to make  
important information  
visible to all

1980s:  
Foundation of  
TPS

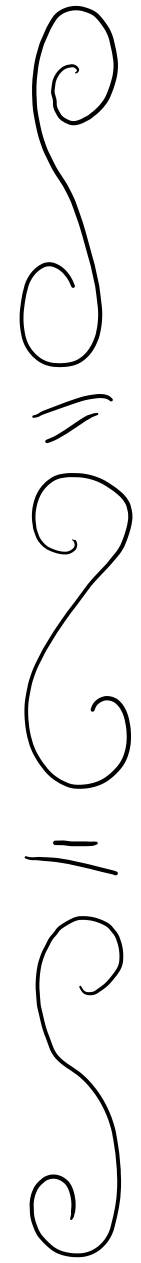
**Visual management**



Information  
Radiator

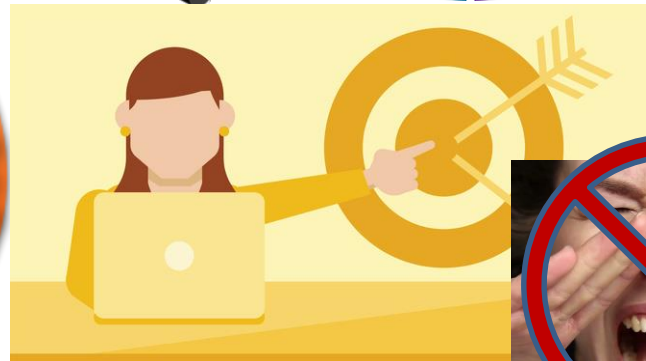
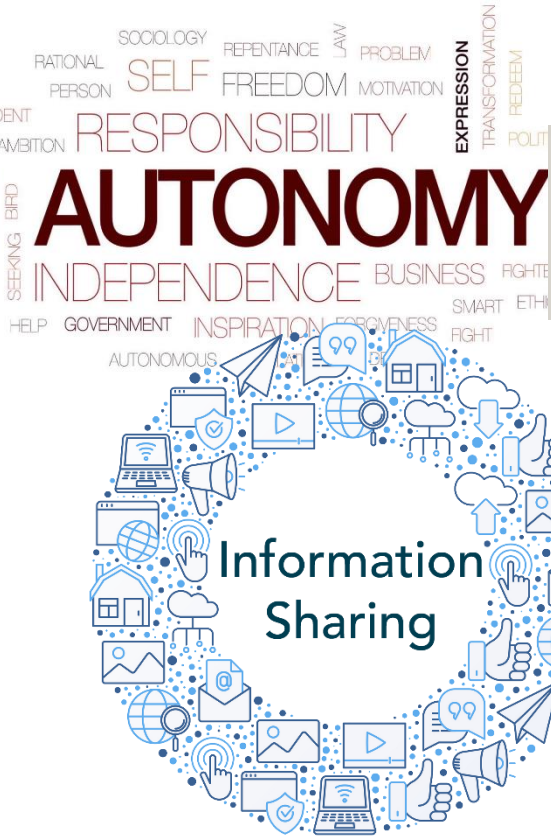
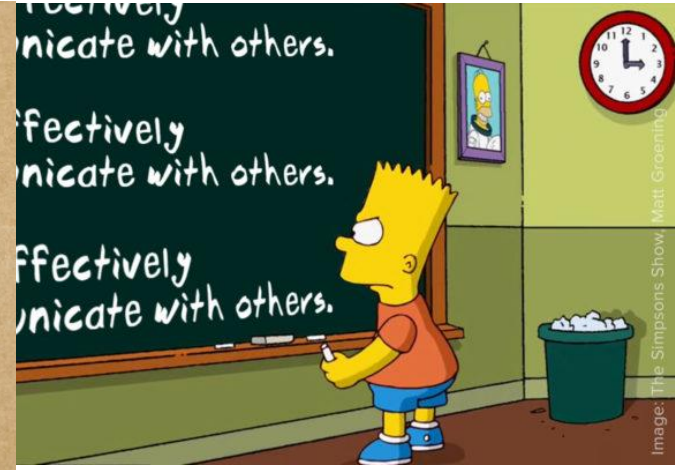
...using visual  
signals instead  
of only text

Maintaining a workplace  
where you can see any  
events or things that may  
tend to be hidden



**Why is it important?**

# Why it's important



Can you understand what is written below:

ممنوع التدخين

Arabic

Verboden te roken

Dutch

禁止抽烟

Chinese

Нет Курение

Russian

いいえ喫煙しない

Japanese

No Smoking

English

© Manik Sood



Language understood by all



## Quote time! (2)

**“Having no problems is the biggest problems of all.”**

— Taiichi Ohno,  
“father” of Toyota Production System

2011/2012

5S

5S

# 5S

5S is a five-step organization technique to create and maintain an intuitive workspace.



## Sort

Keep only necessary items in the workplace.



## Set In Order

Arrange items to promote efficient workflow.



## Shine

Clean the work area so it is neat and tidy.



## Standardize

Set standards for a consistently organized workplace



## Sustain

Maintain and review standards.



**SAFETY**



## Quote time! (3)

**“The board is the mirror of the team’s daily work. The board was a mess... You could not see anything, everything was confusing... You can’t have clean water coming from a dirty pipe.”**

— Samir Hanna,  
Visual Management Blog by Xavier Quesada

# Example of 5S



# Example of 5S



Before



After

# Example of 5S



Before



After



# Example of 5S



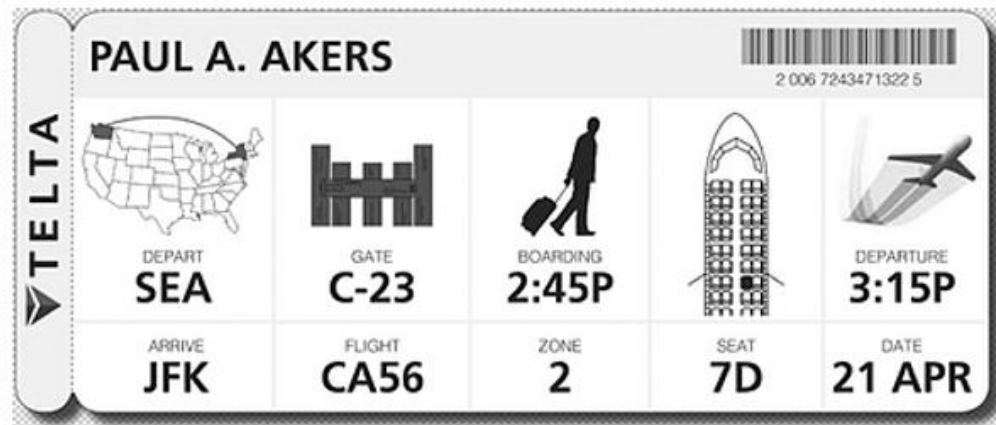


# Example of 5S

**THIS IS A BOARDING PASS:**




**THIS IS A LEAN BOARDING PASS:**



**WHICH OF THE TWO MAKES MORE SENSE TO YOU?**

# Bonus ;)





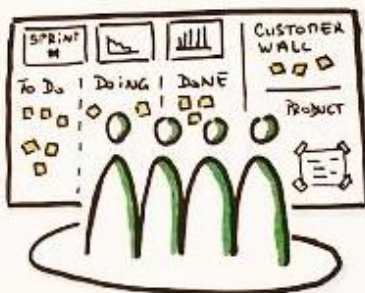
**6 questions a  
Visual Management  
should answer**





the 6 go & see questions  
any Visual Management should answer.

1 What is your goal?



6 What does your customer want?

2 Do you achieve it?

3 What are your problems?

5 Do you improve?

4 Do you solve them?

## Quote time! (4)

**“If you can’t measure it,  
you can’t improve it.”**

- Peter Drucker
- William Thomson
- W. Edwards Deming
- Lord Kelvin
- ???



**Let's see an  
example**

CLOCKED  
ADDED

To Do

IN  
PROGRESS

INDIA

BRS NV  
VET ONE  
UNDOZ

SQL SERVER  
MIGRATION  
SUBSEQUENT  
DESIGN IMPLEMENT  
MULTI LAB  
Data Flow

3 3

7

PLT  
BRS-ANALYSIS  
9/17

PLT  
IMPLEMENT

3

CAD 9.3 MRZ  
MIGRATION

2

I/REL VTS

4

CREATE A  
DUTCH ID  
PERS

5

TOP CAD  
ASTATIS

TEST  
SCENARIOS  
FOR THE PERS  
IN CAD 9.1

4

DEVELOP  
VARIANT  
TOEIGHT  
CAD 9

2

MIGRATE  
I/REL RES.  
FILES

2

EV CENTRAL  
PROTOCOL

2

CENTRALIZED  
LOGGING  
PROTOCOL  
SECURITY

5

NEW ICT TOOL  
CAD 9  
REVIEW BRS AND  
CREATE PROPOSAL

6

MIGRATE CADS AND  
TO CAD 9 VTS

2

PLT  
BRS-ANALYSIS  
9/17

PLT  
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REVIEW BRS AND  
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6

MIGRATE CADS AND  
TO CAD 9 VTS

2

CREATE  
IDCARD 9.10  
AVAIL

PERS AND  
PERS  
MIGRATION

TEST  
SCENARIOS  
FOR THE PERS  
IN CAD 9.1

CREATE  
IDCARD 9.10  
AVAIL

TEST  
SCENARIOS  
FOR THE PERS  
IN CAD 9.1



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9/17

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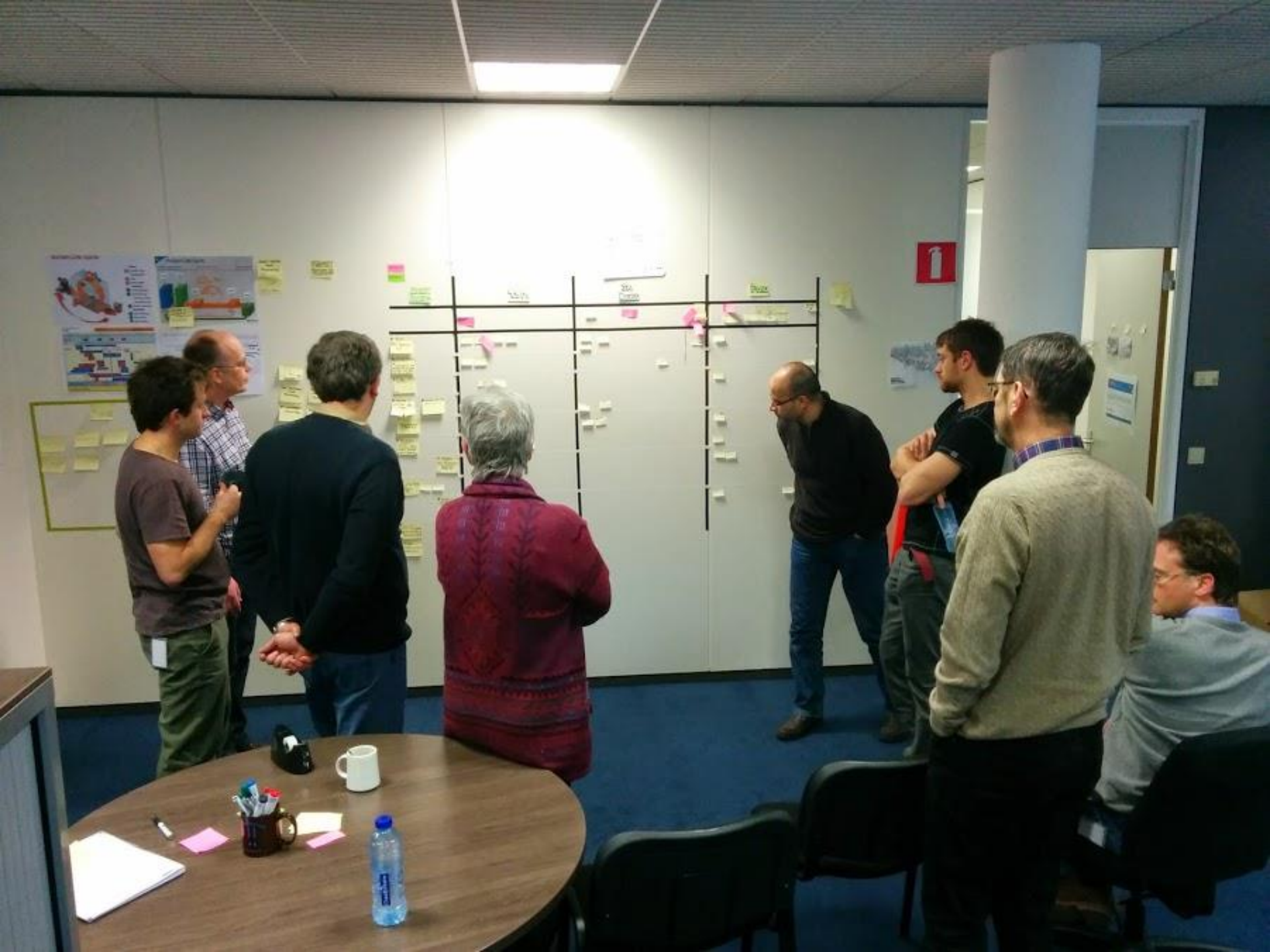
MIGRATE  
I/REL RES.  
FILES

EV CENTRAL  
PROTOCOL



**What could be improved?**







---

**Improving...**



Dev Team 1  
(Charlie)

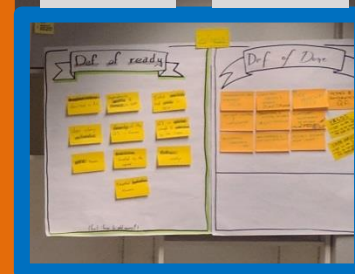
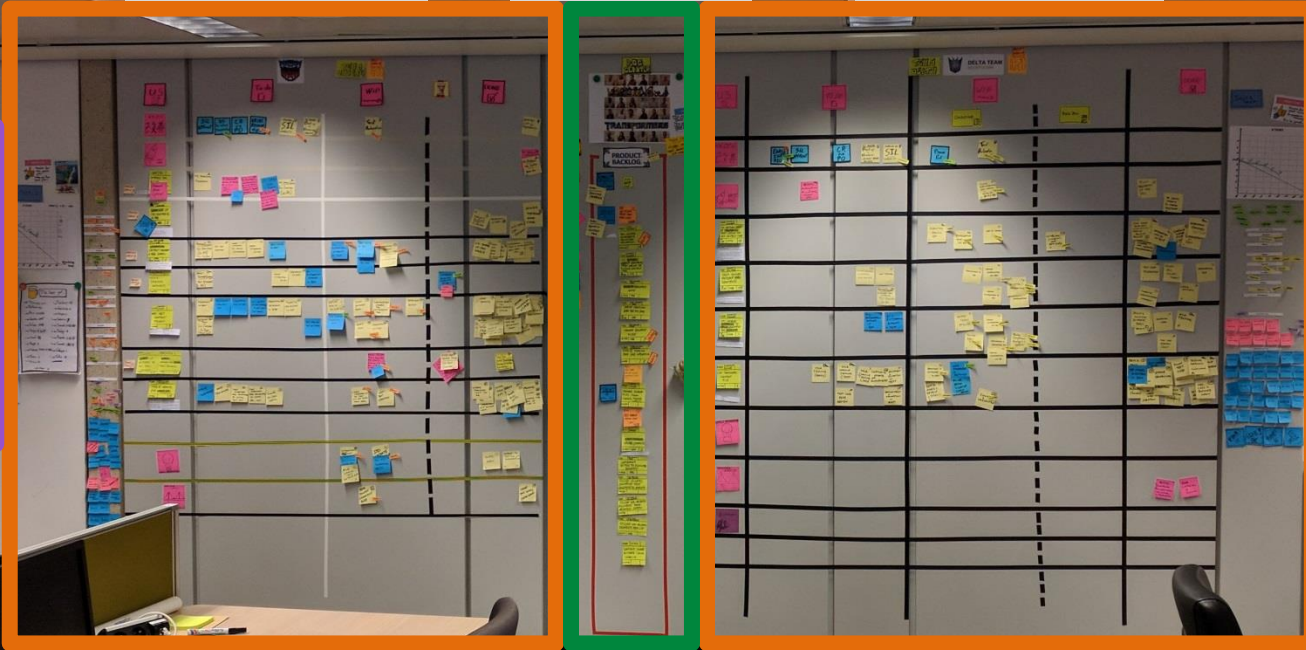
General  
info + PB

Dev Team 2  
(Delta)

Extra  
info

DoD

DoR





General  
info + PB







# DOC CENTER



VERY HAPPY!  
 I'M BEING SHOT  
 FOR SUCH A  
 GREAT TEAM!  
 YOU ARE GREAT!  
 YOU ARE GREAT!  
 YOU ARE GREAT!  
 YOU ARE GREAT!  
 YOU ARE GREAT!  
 YOU ARE GREAT!

TEAM STAND UP  
 GLOBAL STAND UP  
 EVERY MONDAY OF  
 2ND WEEK SPENT

CONTACT  
 List for  
 dependencies

REQUIREMENTS  
 TESTING  
 WITH HIM

NAR  
 ELEMENT  
 FOR  
 RES

IN  
 IN  
 IN  
 IN

## LEGEND

FEATURE CODE	APPLICATION
USER STORY	TITLE / SMALL DESCRIPTION
USER CODE	CHANNEL STORY POINTS

Task

IMPEDIMENT

Dependency

Defect

RETRO ACTIONS

US FOR THEM

GOAL:  
 DOWNLOAD MANAGER

GOAL:  
 DYNAMIC CONTENT REF

## PRODUCT BACKLOG

(M3, ONLY THE TOP OF IT)

SPRINT 5  
 11/08 - 08/09

WIP

SPRINT 6  
 08/09 - 08/09

FBI  
 ICE UPLOAD  
 PROOF FROM  
 FBI & ESW  
 10/20/20

FBI  
 DOC CENTER  
 DOC CENTER:  
 INTEGRATE  
 DOWNLOAD  
 MECHANISM  
 US18128

READY

FLIPS  
 CONTENT  
 MANAGER  
 CM: RETURN  
 LIST OF DOCUMENTS  
 FROM CARINA FOR  
 MULTIPLE CONTENT  
 TYPES  
 US18084

F314  
 DOC CENTER  
 EBO  
 DISPLAY DOCUMENT  
 NAME  
 US18123

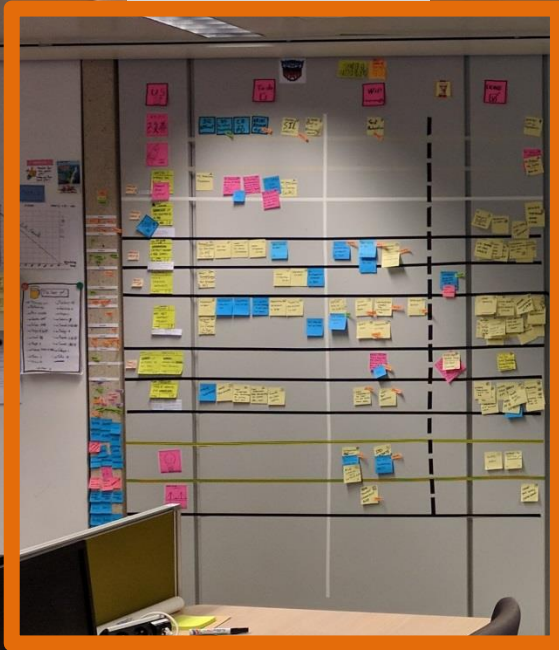
F314  
 DOC CENTER  
 EBO  
 FORMAT CREATION  
 DATE FOR KYC DOCS

U.S.

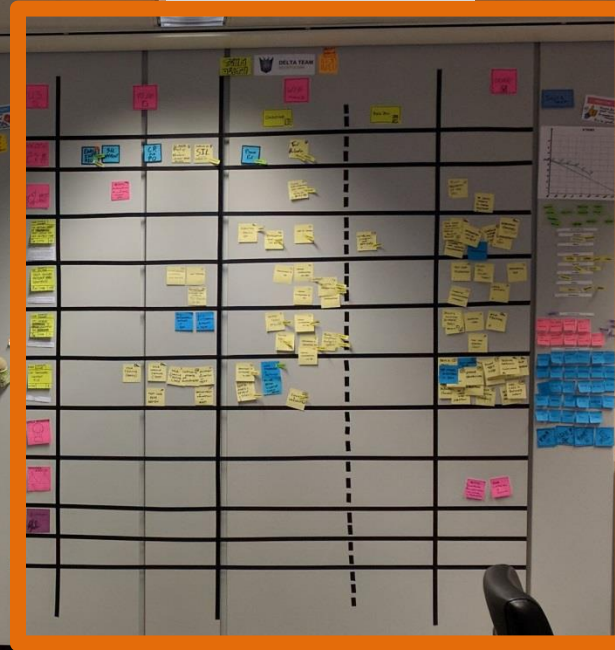
KAL  
 2

IN

Dev Team 1  
(Charlie)



Dev Team 2  
(Delta)





TEAM  
RELEASE



DELTA TEAM  
DECEPTIONS



U.S.

TO DO

WIP

DONE

ONGOING

RED BN

KAIZEN  
改善

EARLY  
INF REQ

CR  
PO

SIL  
SUPPORT

SIL

Boo  
Pot

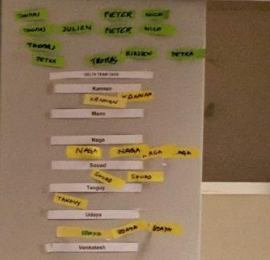
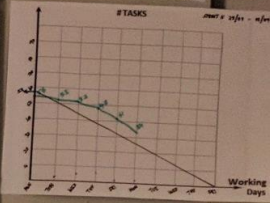
Test &  
A. Auditor

FAST  
LANE

activity

Test

Test



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**GREAT JOB!**

Thanks for the great spirit!  
Impressive Delivery!!  
You're great.



DB SCRIPTS  
UPDATE  
TO CHANGE  
MULTILAN  
X

TEST CASE  
EXECUTING  
SOAP

[illegible]

DEPENDENCIES TAGS

CCASIA	PORTAL	CONTENT HGT	DXCS	CONTENT HGT	CONTENT HGT
eNTRY	DXCS	eNTRY	eNTRY	eCAHIA	eCAHIA
1/3	GUIDE	DXCS	MSMC	GUIDE	GUIDE
DXCS	PORTAL	INTRA	MSMC	NEJA	PORTAL
MSMC	SIL	INTRA	SIL	PORTAL	

NER Known

(feel fr

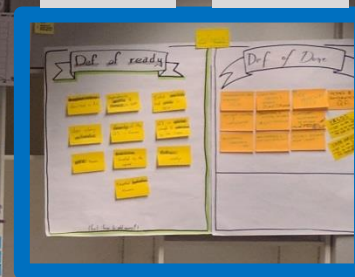


Extra  
info



DoD

DoR





Weekend
Non working day

- M = Morning
- A = Afternoon
- H = Homeworking
- T = Training
- X = Holidays

- BR: Backlog refinement
- SP: Sprint planning
- R: Retrospective
- SR: Sprint review

LOADS

September

2017

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Artur																														
Balaji																														
Amato				X	X	X	X	X																						
Julien																														
Jean-Noel																														
Kannan																														
Kirsten																														
Mano																														
Petra	X				X	X	X	X			X	X	X	X	X			X												
Muthu								X																						
Naga																														
Nicolas																														
Rajesh																														
Souad																														
Soumik																														
Souvik	H				M			X																						
Tanguy																														
Thomas																														
Udaya																														
Udhaya																														
Venkatesh																														
SPRINT	Q3 S5								Q3 S6																Q4 S1					
Ceremonies							BR		SR	SR-R			SP							QAP	BR					SP				





# The beer pot x

→ Thomas: HTT

→ Matthieu: HHH

→ Nico: + ||||

→ Quentin: HHT

→ Julien: HTT

→ Tangoy: H/ HHT

→ Sovad: ||

→ Naga: |

→ Kannah: HHH |||| → Udaya: |

→ Maho: |

→ Petra: ||

→ Pradeep: ||

→ Venkatesh: ||

→ Udaya: |

→ Federico: H

→ Souvik: ||||

→ Balaji: ||

→ Rajesh: ||||

→ Soumik: ||||

→ Muthu: |

~~→ Muthu: |~~

- Arthur ||





USER  
STORIES

TO DO

WIP

RED  
BIN

DONE

100%

KAIZEN  
改善

FAST  
LANE



Self  
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VIEW RELIABILITY OF  
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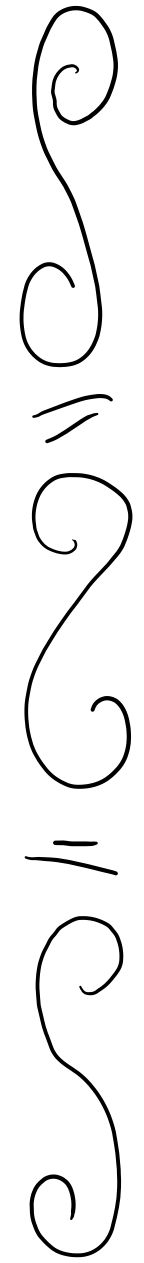
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OUTLINE





# Tips & Tricks

# Tips & Tricks

- Visualize what matters for your context
- Lean Startup approach
- Co-creation!
- Post-its Golden Rules



# Post-it Golden Rules



# Tips & Tricks

- Visualize what matters for your context
- Lean Startup approach
- Co-creation!
- Post-its Golden Rules
- Make it the TEAM's board, not yours
- Agree on constraints (task duration, sanity..

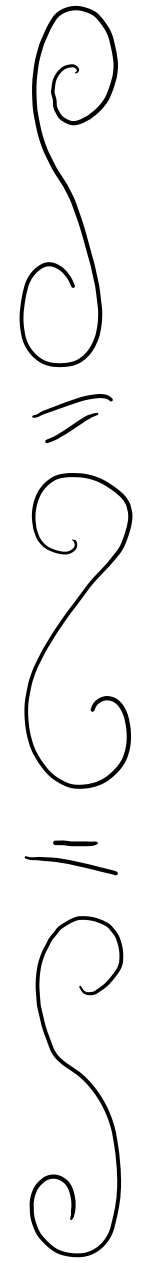


# BOY SCOUT RULE

Leave the campground cleaner than you found it

# Tips & Tricks

- Visualize what matters for your context
- Lean Startup approach
- Co-creation!
- Post-its Golden Rules
- Make it THEIR board, not yours
- Agree on constraints (task duration, sanity..
- Drop, change, add... Do whatever needed
- 🎵🎵🎵 Let it go, let it go... 🎵🎵🎵



**Some other  
possible elements  
and examples...**

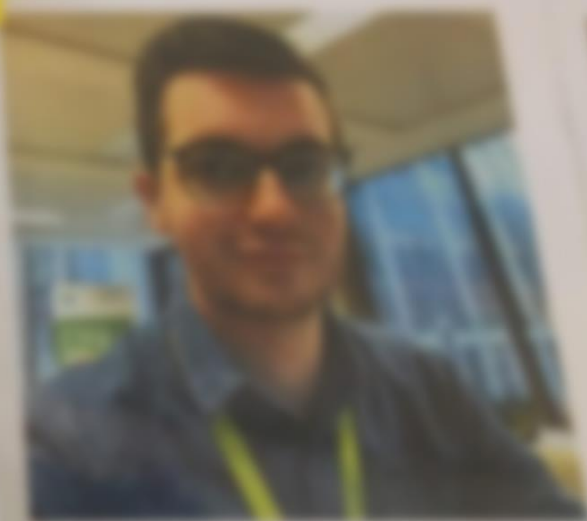
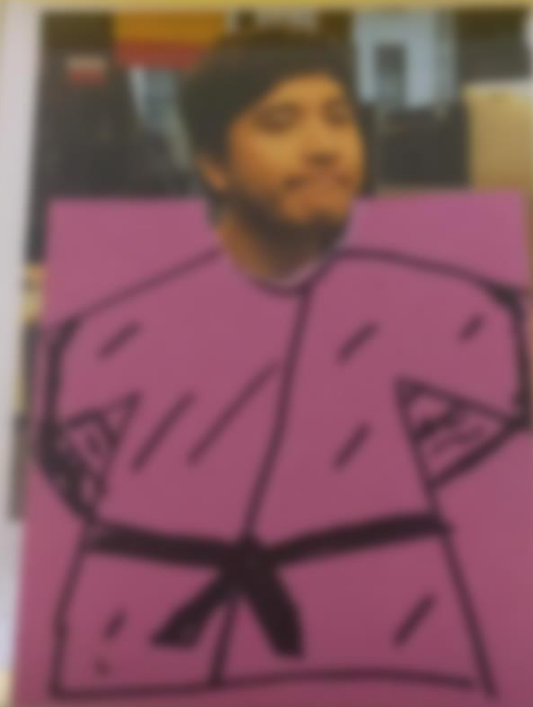


# STAKE HOLDERS





Functional  
Mailbox  
Ninja





Doc Cente

20

20

20

20

20

52

7 2

POST

QUARTER







**Visual facilitation?**



# The beer pot x

→ Thomas: HTT

→ Matthieu: HHH

→ Nico: + |||||

→ Quentin: HHT

→ Julien: HTT

→ Tangoy: H/ HHT

→ Sovad: |||

→ Naga: |

→ Kannah: ||||| ||||| → Udaya: |

→ Maho: |

→ Petra: ||

→ Pradeep: |||

→ Venkatesh: ||

→ Udaya: |

→ Federico: H

→ Souvik: ||||| |||

→ Balaji: ||

→ Rajesh: ||||| |||

→ Soumik: | |||||

→ Muthu: |

~~→ Muthu: |~~

- Arthur ||



# KUDOS



CRM CB  
First COD  
deployment!

SEVERINE  
FOR YOUR DISCUSSION  
AND PARTICIPATION  
THANK YOU!

SANDRA  
FOR YOUR EXCEPTIONAL  
INDEPENDENT & HARD  
WORK

Kathleen  
FOR INVESTING IN  
HER ROLE OF  
CHAPTER LEAD



KUDOS TO  
SARAH DE CROMBIE  
FOR BEING A MAJOR  
PULL STRONG  
COURAGE AND TEAM  
WORKER



# AGENDA



WELCOME

INTRO + AGENDA

HOUSE RULES

SAV HA RI

TECHNIQUES & VOTING

PRACTICE & HAVE FUN

RETRO IN GROUPS

SHARE INSIGHTS

FEEDBACK

SEE YOU NEXT TIME





# SPRINT PLANNING

To keep in mind

✓ Purpose & agenda



✓ Current situation



✓ Create Sprint Goal



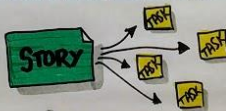
✓ Check capacity & velocity



Review top of Product Backlog and pick up stories into Sprint



Create tasks



Confidence vote 1 TO 5



Create Burndown/Burnup



GO FOR IT! 😊







# User Story Mapping

BACK  
BONE

VIEW  
LIST OF  
ACCOUNTS

STEPS

VIEW  
SELECTED  
ACCOUNT  
DETAILS

SWITCH  
ACCOUNT

INITIATE  
NEW  
TRANSFER

ACCESS  
FEATURES  
LINKED TO  
ACCOUNT

EXPORT  
TRANSACTIONS

PRINT  
TRANSACTIONS

CONSULT  
TOTAL  
ACCOUNT  
BALANCE

CONSULT  
ACCOUNT  
DETAILS

GET LIST  
OF  
TRANSACTIONS

PREVIEW  
TRANSACTION

ACCESS  
FEATURES  
LINKED TO  
TRANSACTION

ACCESS  
ACCOUNT  
STATEMENTS

TRACK  
EXPENSES

GET WARNED  
ABOUT  
PLANNED  
TRANSACTIONS

GET WARNED  
ABOUT  
PENDING  
TRANSACTIONS

SEARCH  
TRANSACTIONS

SORT  
TRANSACTIONS

FILTER  
TRANSACTIONS

VIEW ALL  
TRANSACTION  
INFO

ADOBE  
ANALYTICS

SEARCH  
TRANSACTION  
HISTORY

EXPAND  
TRANSACTIONS

Account details  
Account name  
Account number  
Account type  
Account status  
Account balance  
Account history  
Account settings  
Account links  
Account actions

Account details  
Account name  
Account number  
Account type  
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Account actions



MVP



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**Obeya**

# Obeya

DETECT LANGUAGE JAPANESE PORTUGUESE EN ▼ ↔ ENGLISH IT

obeya × The room ✓

Google Translate

Source Language Target Language

Japanese English

お部屋 Rooms

babylon

translation - お部屋

お部屋 (n.)

room, apartment

sensagent

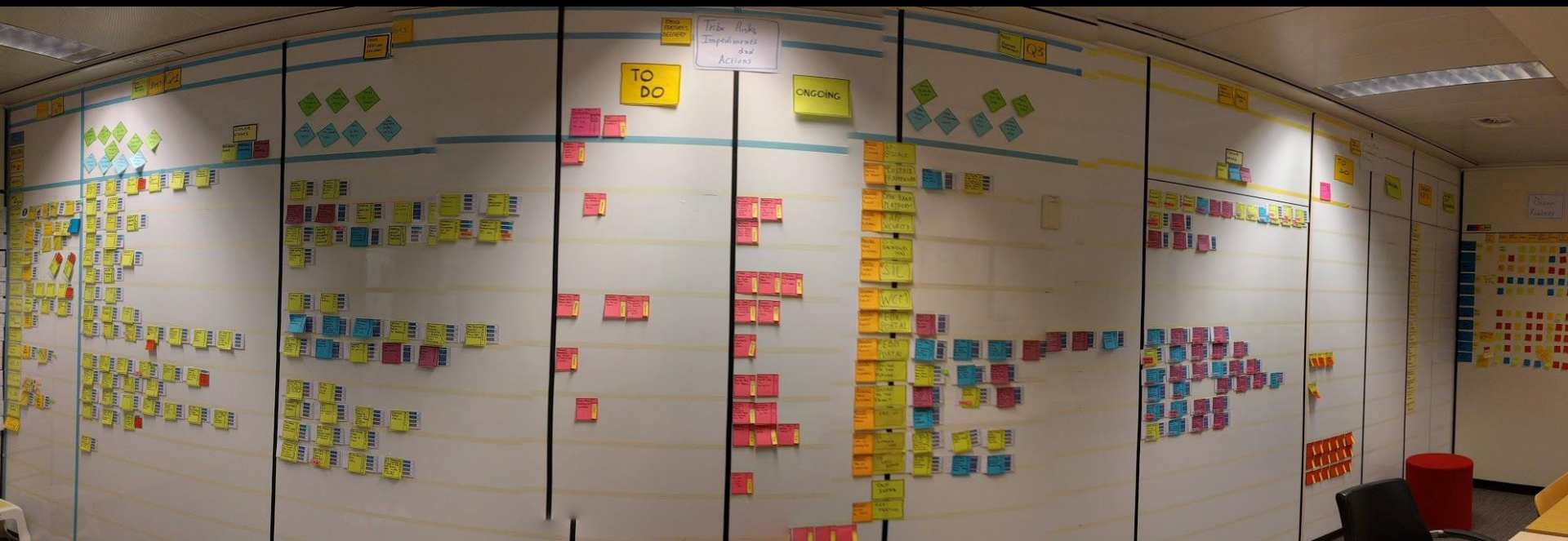
Definitions

noun slang messy room, dirty room, unclean room

Jlearn.net

**Obeya** or **Oobeya** (from Japanese 大部屋 "large room" or "war room")

Wikipedia





EST - ARIE HARRIS © HARRIS & HARRIS

STEPWAVE

BOENARD  
VB

MARTINE

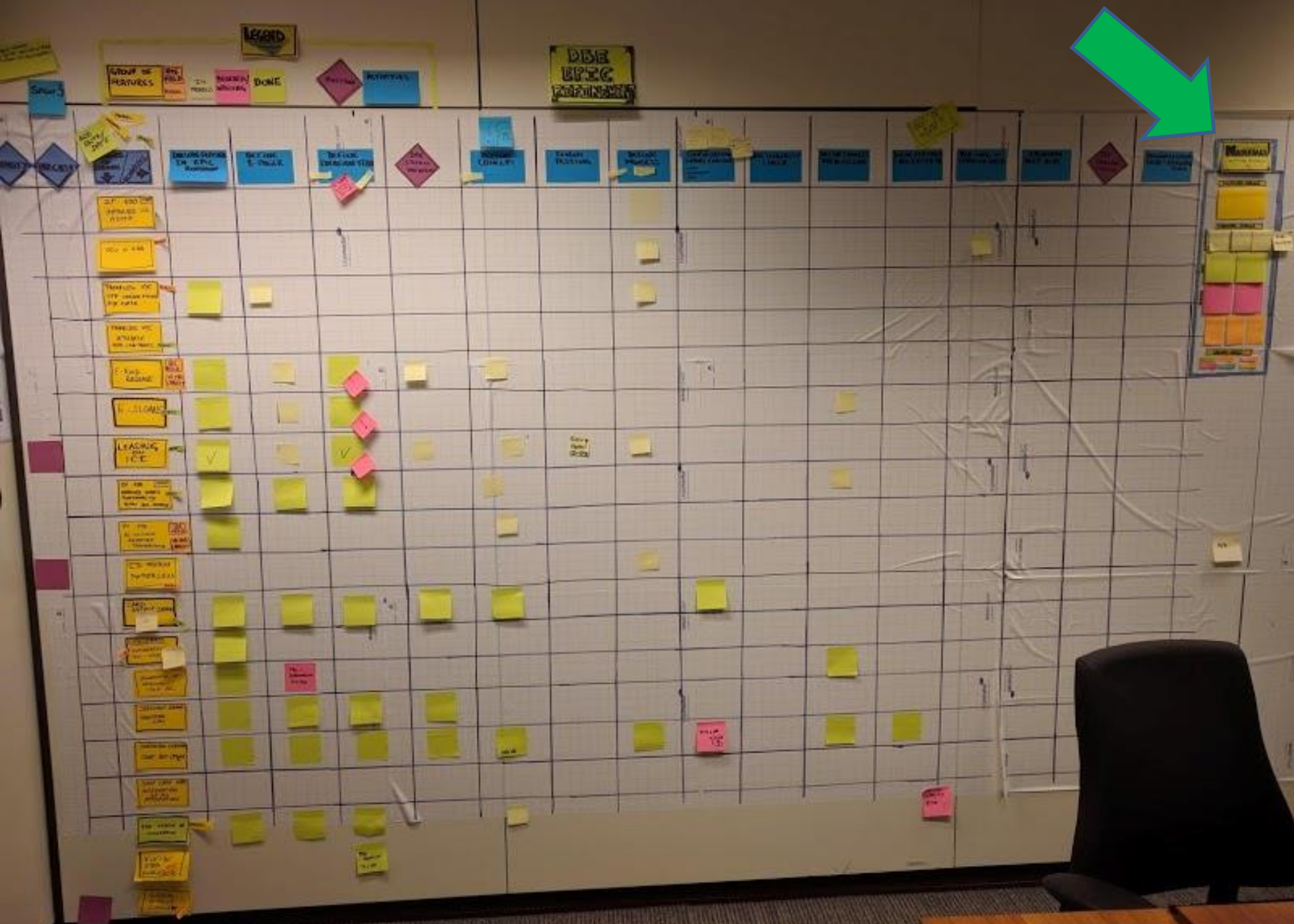
POV: the  
Pod Tax  
Economic Wall  
in the West Coast  
is it?

*[Faint handwritten notes on a piece of paper.]*

0000000000000000



# Ideation wall





ASSIGN LEADING  
TRIBE + REFINED  
TEAM

**MATERIALS**  
(KEEP THE PATTERN!)  
116

**FEATURE NAME**

**FEATURE STATUS**

IN PROGRESS

DONE

BLOCKED

ON HOLD (FEATURE)

**NAME TAGS**

**RECYCLES**

To be  
Reviewed

**MEE**  
**SCH**  
MANAGEMENT  
TEAM

master  
communication visible

**HOLI**  
**DAYS**  
**00**

EXPER  
ON HO

BA

ZF  
IMPRO  
STAT  
MODU

Bloc





# **My own board at the client**



CB ADWALE  
RELATED  
OCT OPTIMIZATION  
RELATED

Backlog

SPRINT 17  
01/2 - 11/2

FAST LANE

DO DO

WIP

DEME

DEVELOP

STATE 3 - 4 that  
original work can  
be in full time

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be in full time

NOVEMBER 2018

2018 DECEMBER

## Quote time! (5)

**“Happiness is not the absence of problems, but the ability to deal with them.”**

— Charles De Montesquieu  
French judge and political philosopher

# We saw today:

- ★ Visual Mgmt definition

- ★ Why it's important

- ★ 5S

- ★ 6 questions

- ★ Examples (good and not so good...)

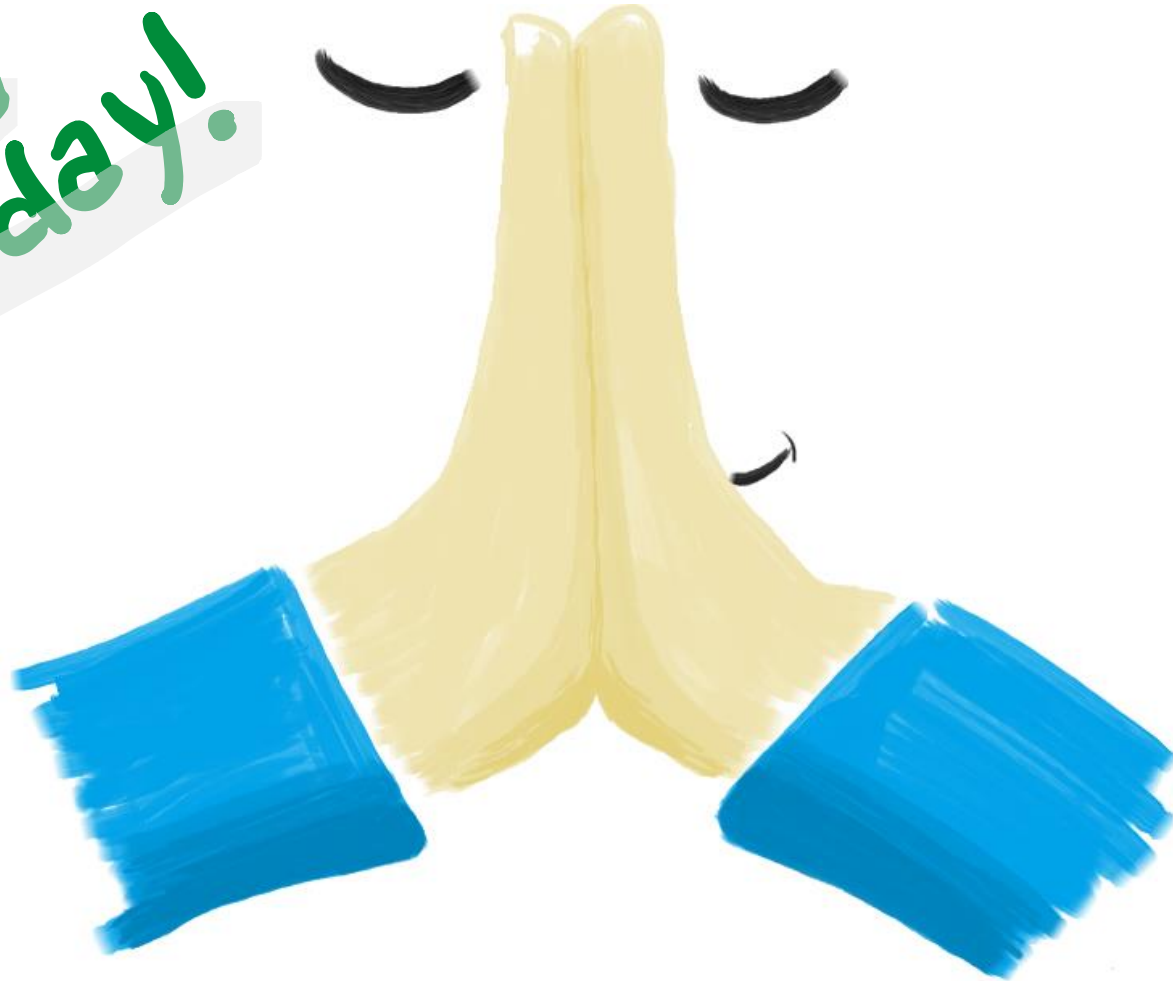
- ★ Tips & tricks

- ★ Obeya, visual facilit., USM...

- ★ Wrap-up



Have a  
great day!



 **Artur Margonari**

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 @arturmargonari