Are You Really Delivering Customer Value?

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Speed is the differentiator
Value Stream

A system of interconnected people and entities.
Value Stream Analysis

Need ➔ Req’s ➔ Design ➔ Code ➔ Test ➔ Deploy

Lead Time:
- Need: 3 Weeks
- Req’s: 4 Weeks
- Design: 3 Weeks
- Code: 2 Weeks
- Test: 4 Weeks
- Deploy: 4 Weeks

Process Time:
- Need: 5 Days
- Req’s: 6 Days
- Design: 3 Days
- Code: 1 Day
- Test: 1 Day
- Deploy: 1 Day

% Complete & Accurate:
- Need: 70%
- Req’s: 55%
- Design: 75%
- Code: 90%
- Test: 55%
- Deploy: 55%

The 20% improvement is shown.

How do we improve information & output quality to reduce rework and clarification?
How do we eliminate the delays and create better flow?
Software Development Value Stream
Current State Pre-Development Value Stream Segment

90 Work Requests Per Month

LT = 23 days
PT = 6 hrs
AR = 1%
%C&A = 7%
Challenge Traditional Thinking

- Roles & responsibilities
- Solo development
- “It’s complicated”
- Batched releases
- Specialization
- Serialization
- Switch-tasking
The Power of Focusing on Fewer Projects at Once
Deployments Completed in One Year

- No additional resources
- Higher quality output
- Lower stress
Reduced lead time from 66 days to 16 days
Be Careful Who/What You Fall in Love With

Fall in Love with Customer Value
Questions?

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