

# Are You *Really* Delivering Customer Value?

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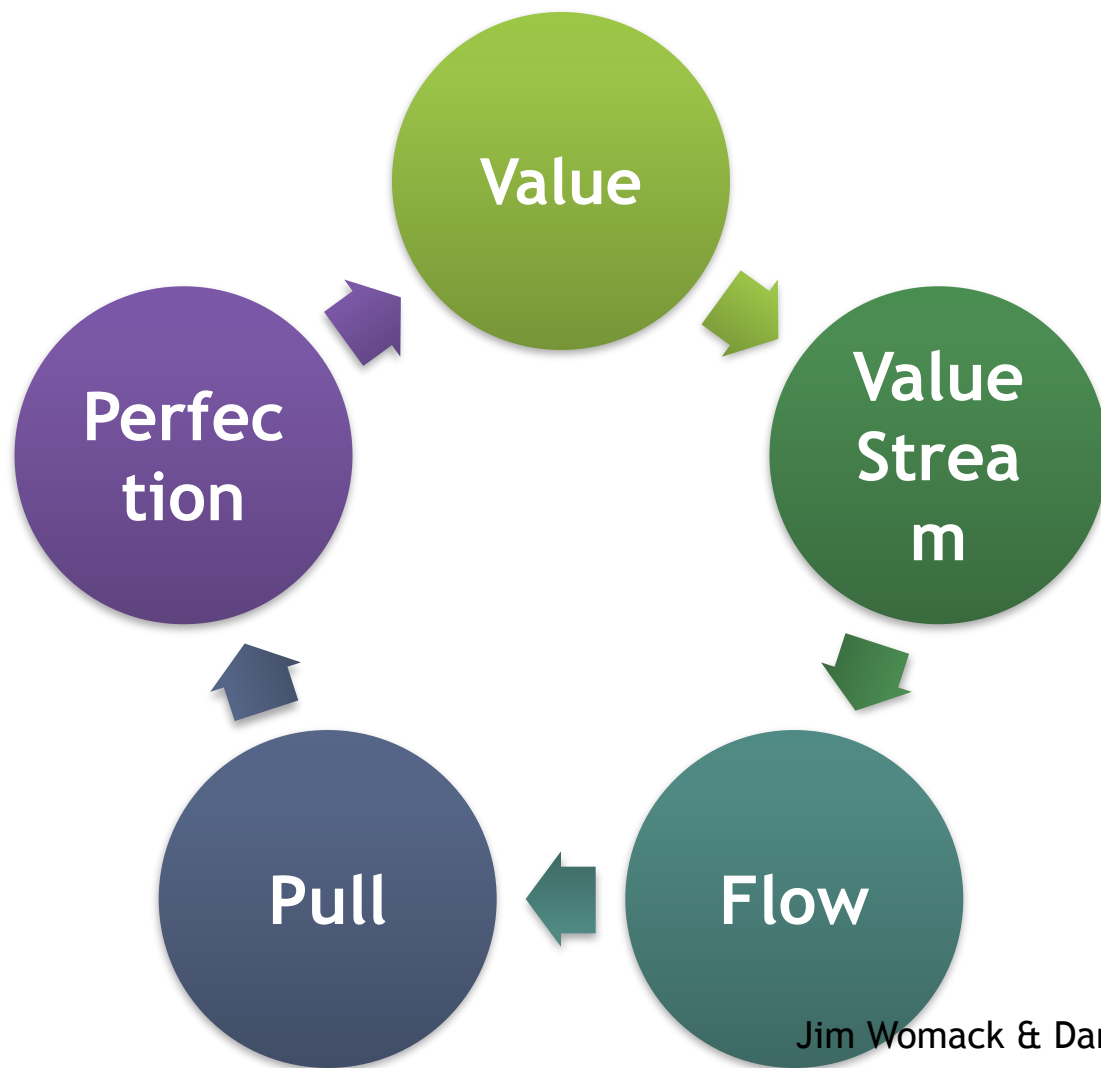
# LEAN THINKING

REVISED  
AND UPDATED

BANISH WASTE  
AND CREATE WEALTH IN  
YOUR CORPORATION

James P. Womack  
and Daniel T. Jones

*Authors of The Machine That Changed the World*







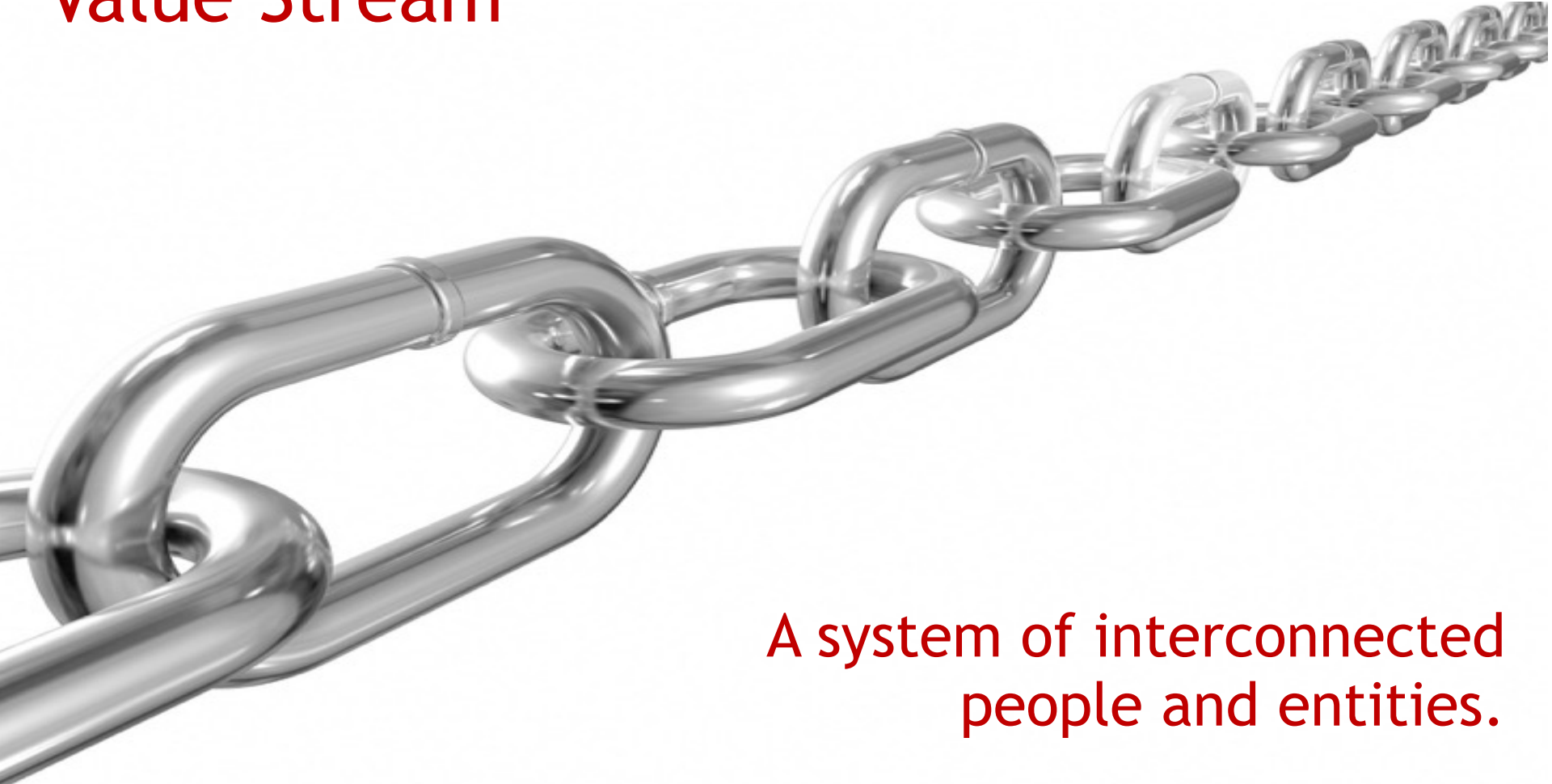




**Speed is the differentiator**



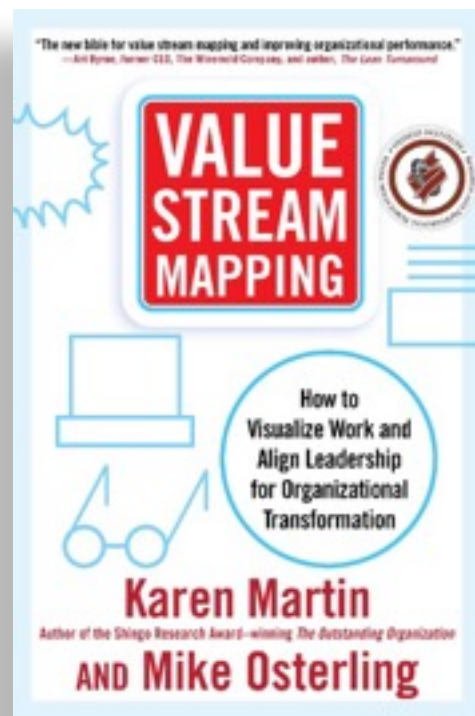
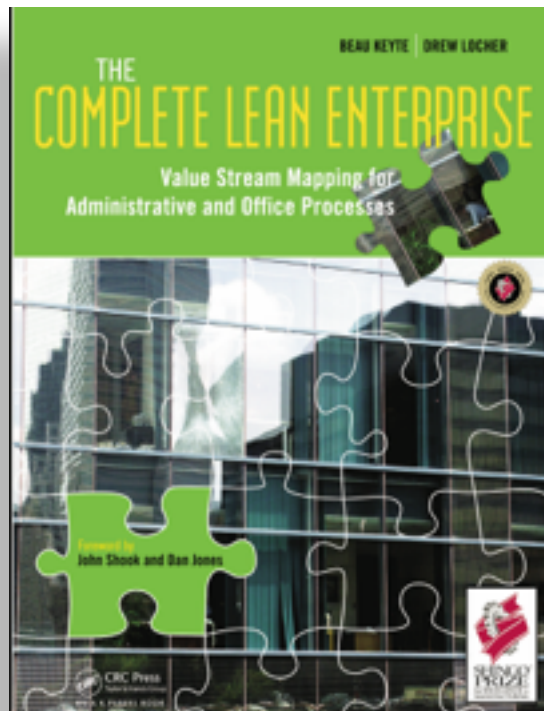
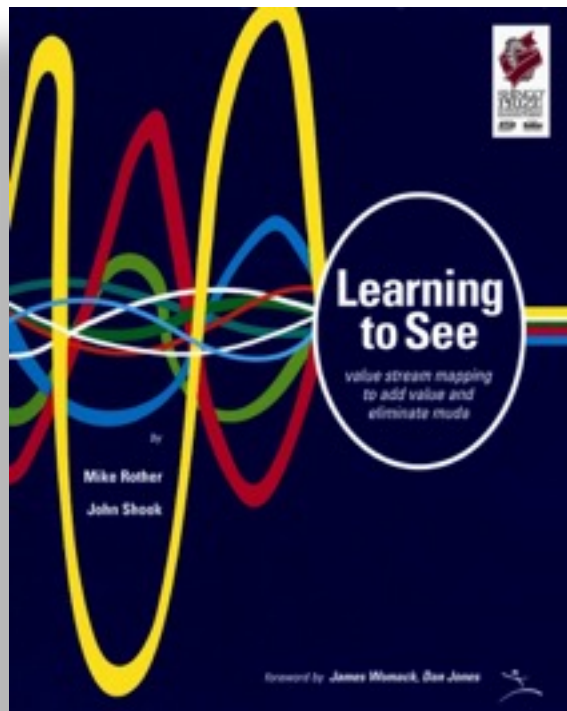
# Value Stream



A system of interconnected  
people and entities.





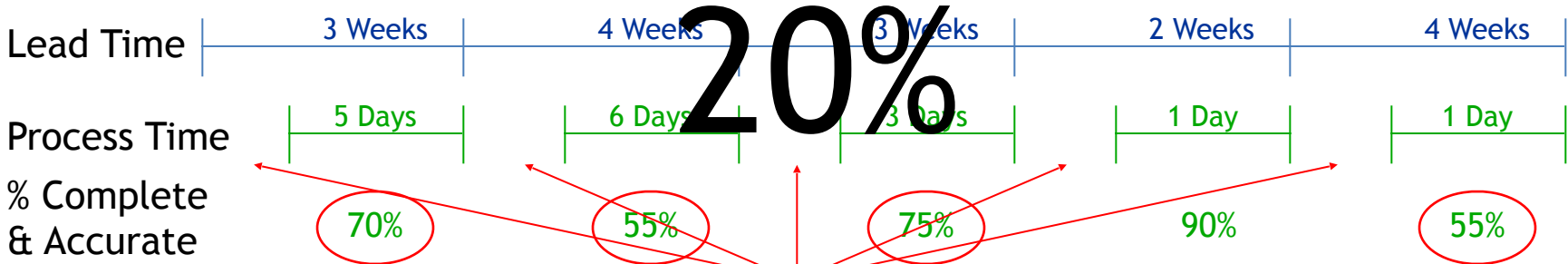
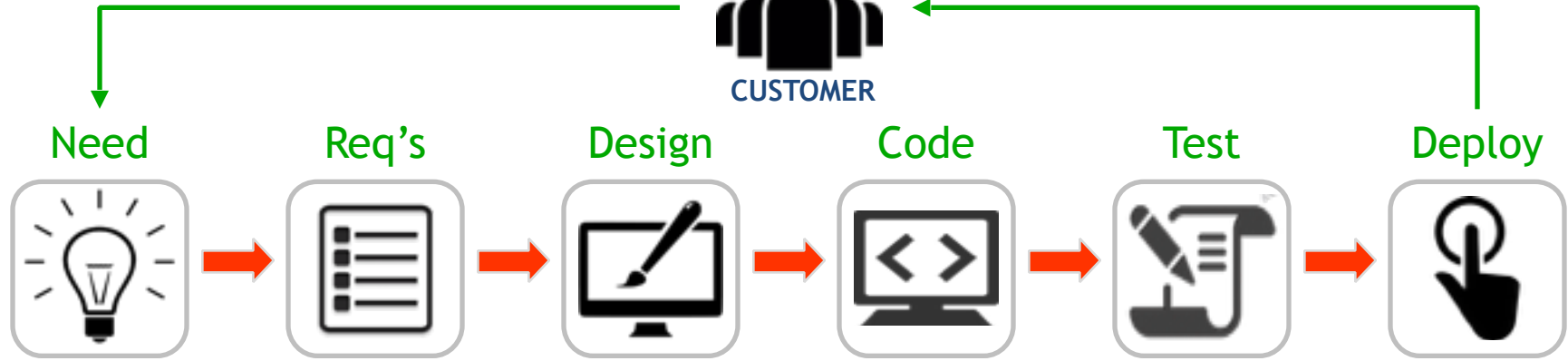


# Value Stream Analysis

Thank you!

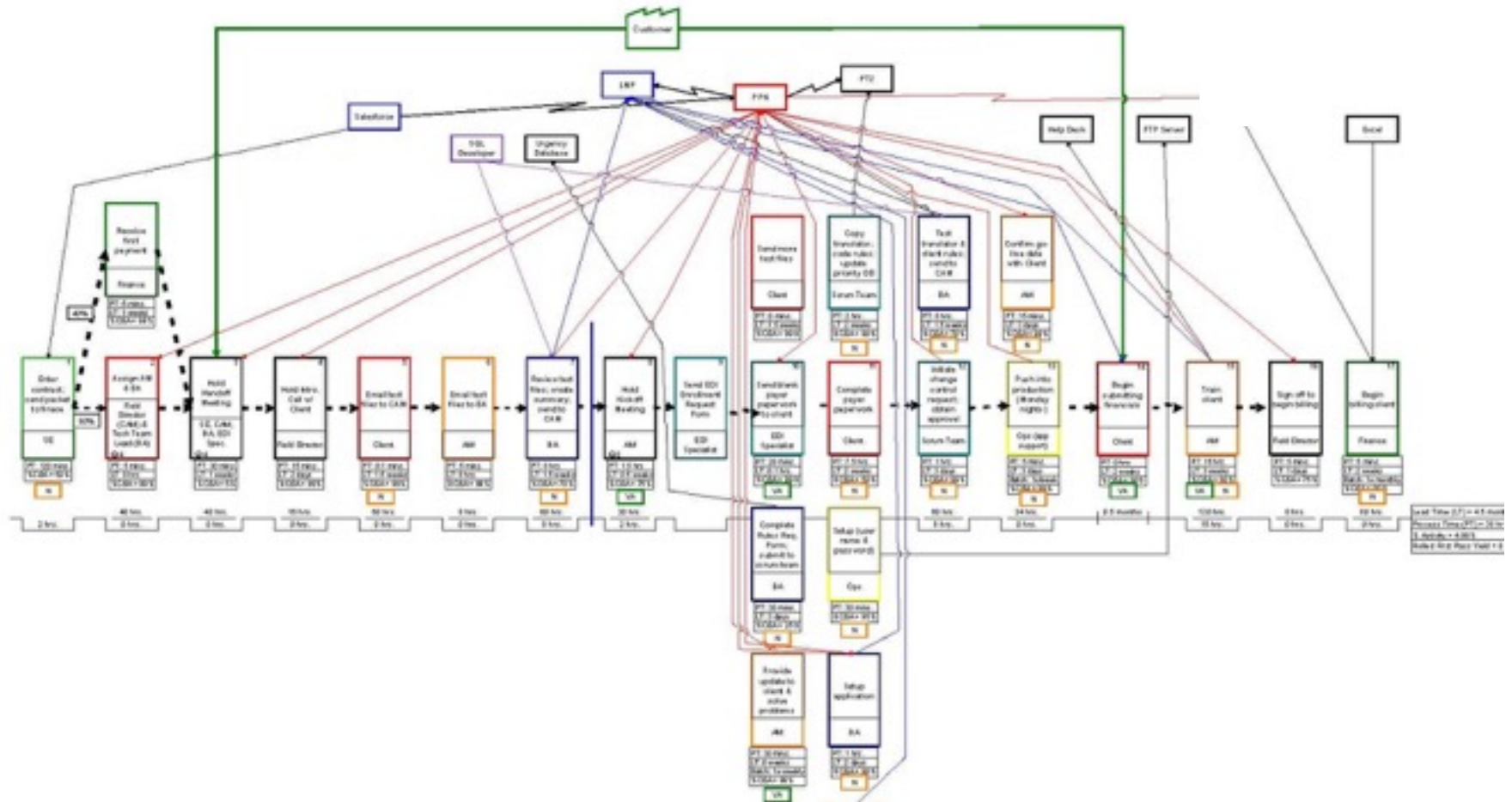


CUSTOMER



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

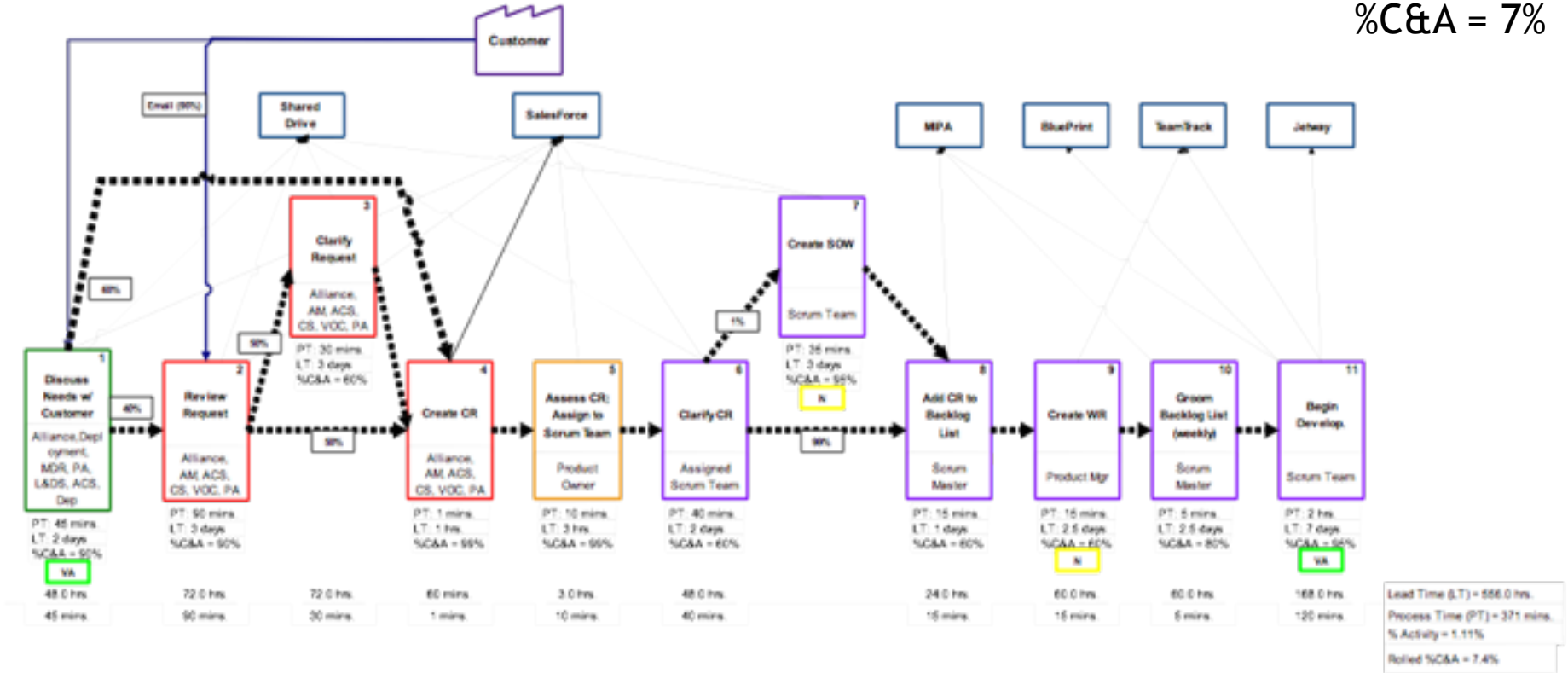
90 Work Requests Per Month

LT = 23 days

PT = 6 hrs

AR = 1%

%C&A = 7%





# Challenge Traditional Thinking

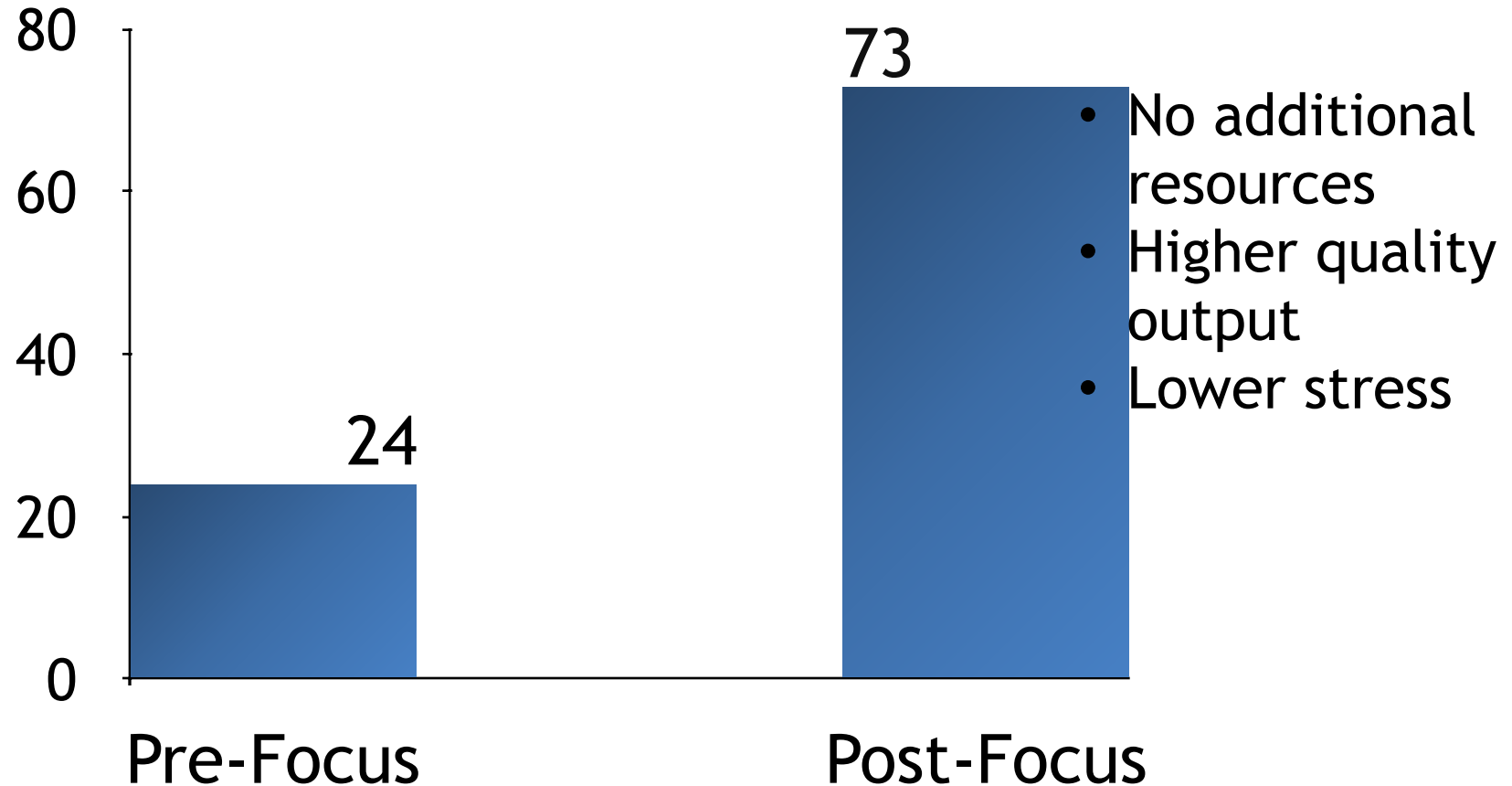
- Roles & responsibilities
- Solo development
- “It’s complicated”
- Batched releases
- Specialization
- Serialization
- Switch-tasking



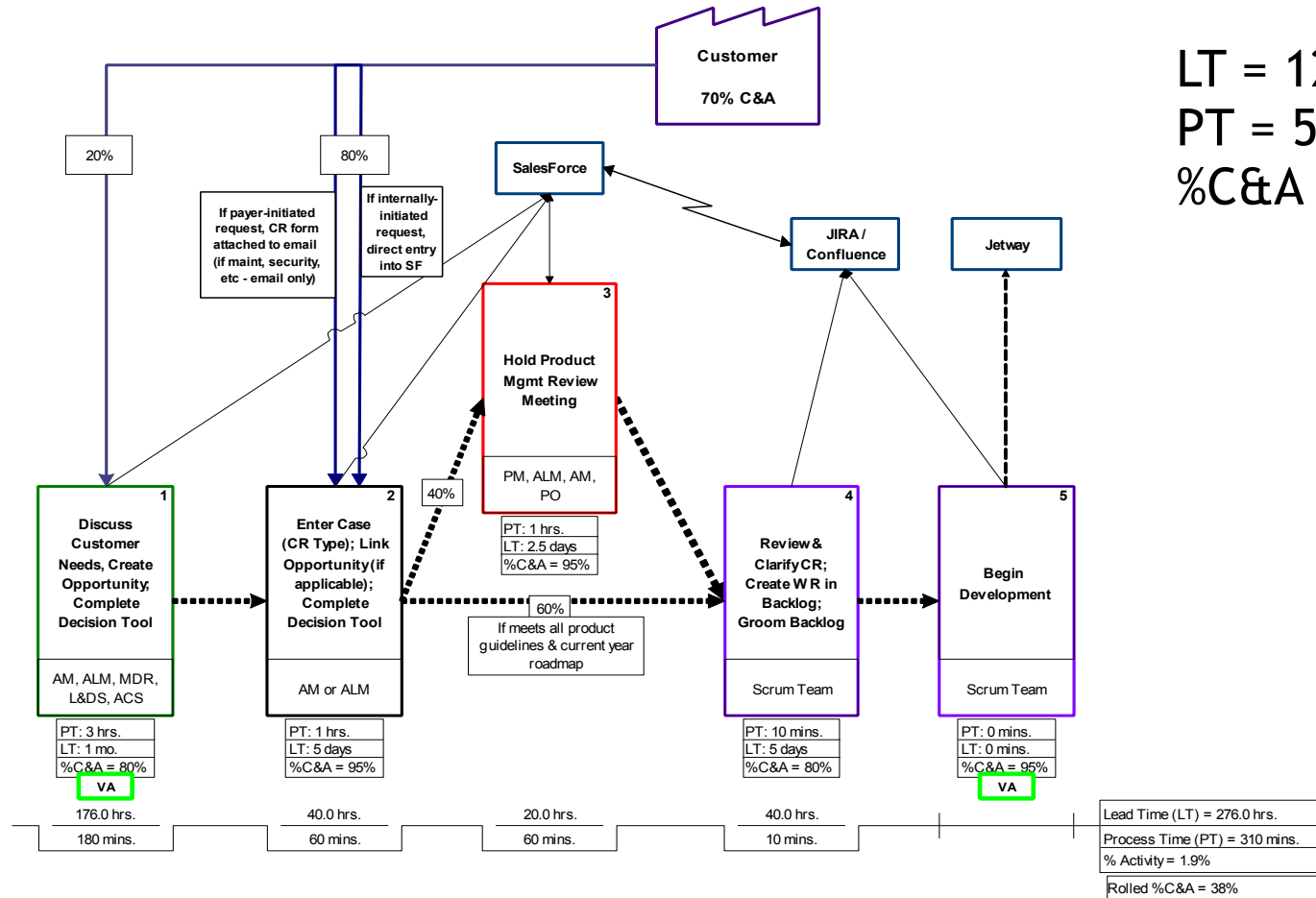


# The Power of Focusing on Fewer Projects at Once

Deployments Completed in One Year



# Future State Pre-Development Value Stream Segment



LT = 12 days  
PT = 5 hrs  
%C&A = 38%



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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LONDON

INTERNATIONAL  
SOFTWARE DEVELOPMENT  
CONFERENCE 2015

goto;  
conference



*Please*

**Remember to  
rate this session**

*Thank you!*