

Agendashift™ unbenchmarking report

Survey: Lean-Agile Strategy Days, London – June 2017 (/surveys/08t4WwS)

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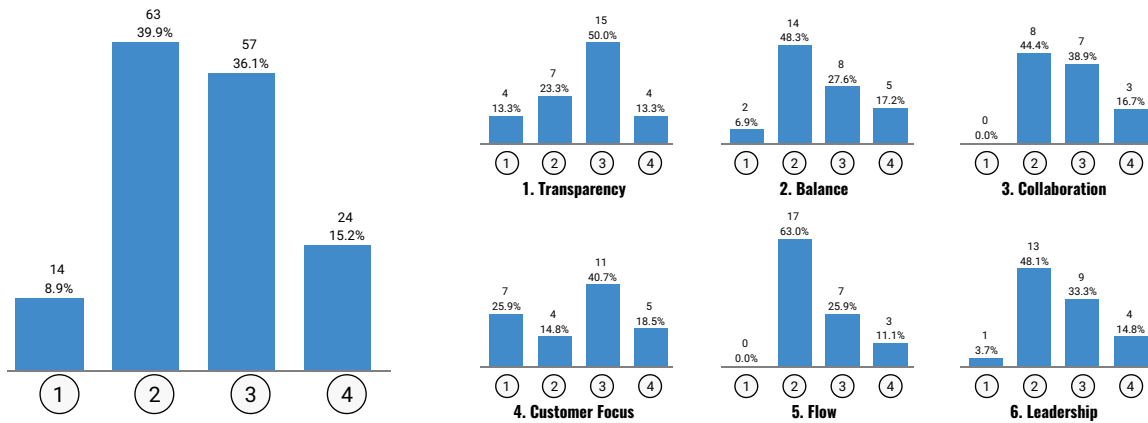
Complete survey results, original order

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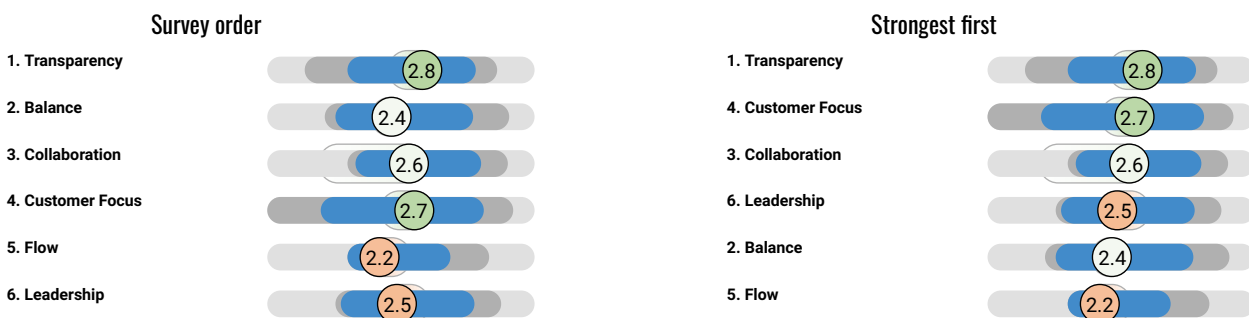
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Score distributions



Categories



Strongest categories and prompts

Categories

1. Transparency



4. Customer Focus



3. Collaboration

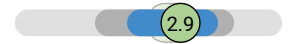


Prompts

2.2 We maintain a clear separation between work currently in progress and work still under consideration Balance



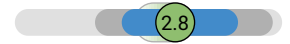
1.1 Our delivery process and the work items currently in progress within it are easily visible to all involved and interested parties Transparency



1.2 We have visibility of work items due to enter the delivery process soon Transparency



3.2 Our delivery process encourages collaboration across roles and specialties Collaboration



4.2 We incorporate customer feedback into our work while it is in the delivery process Customer Focus



4.3 We continue to own work items until the customer confirms that their needs are being met Customer Focus



6.3 We all share the responsibility to seek clarification, to highlight problems, and to come up with improvement ideas Leadership



6.1 Together, we strive to meet customer needs, improve our delivery systems, and develop new capabilities; in all three pursuits we are appropriately recognised, supported, and rewarded Leadership



4.1 We seek to align our work to shared goals, prioritising for maximum impact Customer Focus



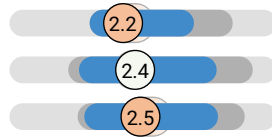
Weakest categories and prompts

Categories










5. Flow

2. Balance

6. Leadership



Prompts

- 2.3 We take steps to avoid being overburdened with more work-in-progress than we can accommodate effectively Balance 
- 2.1 We bring work into the delivery process only as capacity allows, preferring to finish work items already in progress than to start new work items Balance 
- 5.1 We can predict with reasonable confidence how long it will take to deliver work of typical value and risk Flow 
- 5.2 We understand the performance of our delivery system in sufficient detail to make timely decisions, to set appropriate expectations, and to focus our improvement efforts Flow 
- 6.2 We ensure that opportunities for improvement are recognised and systematically followed through Leadership 
- 3.1 We work with those whose needs we are meeting in order to understand, shape and size potential work before committing to deliver it Collaboration 
- 5.3 We proactively identify and address dependencies and other impediments to flow Flow 
- 1.3 We can see which work items are blocked and for what reason Transparency 
- 4.1 We seek to align our work to shared goals, prioritising for maximum impact Customer Focus 

Categories and prompts above profile

Categories

1. Transparency



4. Customer Focus



3. Collaboration



Prompts

4.2 We incorporate customer feedback into our work while it is in the delivery process **Customer Focus**



2.2 We maintain a clear separation between work currently in progress and work still under consideration **Balance**



1.2 We have visibility of work items due to enter the delivery process soon **Transparency**



3.2 Our delivery process encourages collaboration across roles and specialties **Collaboration**



1.1 Our delivery process and the work items currently in progress within it are easily visible to all involved and interested parties **Transparency**



4.3 We continue to own work items until the customer confirms that their needs are being met **Customer Focus**



3.3 We meet on a regular basis to review and improve our outputs and processes **Collaboration**



6.1 Together, we strive to meet customer needs, improve our delivery systems, and develop new capabilities; in all three pursuits we are appropriately recognised, supported, and rewarded **Leadership**



5.3 We proactively identify and address dependencies and other impediments to flow **Flow**



Categories and prompts below profile

Categories

6. Leadership



5. Flow



2. Balance



Prompts

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5.1 We can predict with reasonable confidence how long it will take to deliver work of typical value and risk **Flow**



2.1 We bring work into the delivery process only as capacity allows, preferring to finish work items already in progress than to start new work items **Balance**



1.3 We can see which work items are blocked and for what reason **Transparency**



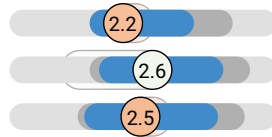
Categories and prompts with the narrowest spread of scores

Categories

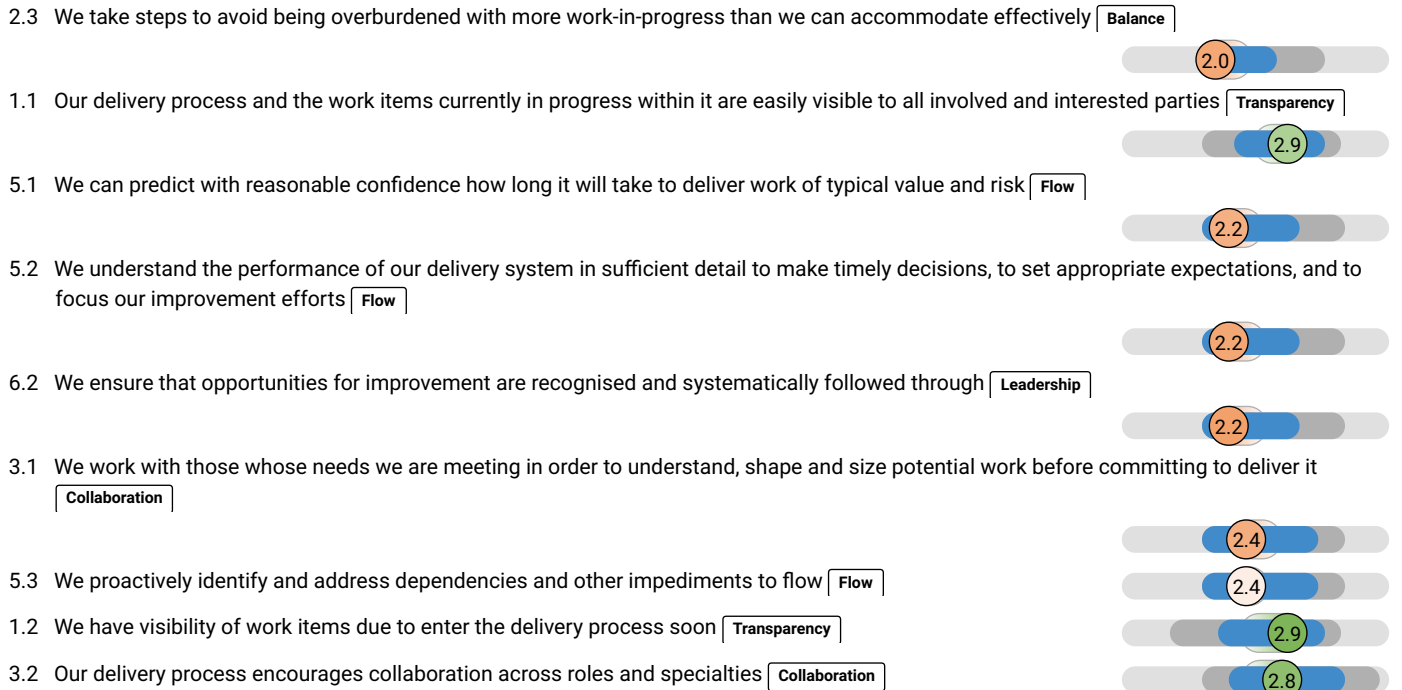
5. Flow

3. Collaboration

6. Leadership



Prompts



Categories and prompts with the widest spread of scores

Categories

4. Customer Focus



1. Transparency



2. Balance



Prompts

1.3 We can see which work items are blocked and for what reason [Transparency]



4.3 We continue to own work items until the customer confirms that their needs are being met [Customer Focus]



4.2 We incorporate customer feedback into our work while it is in the delivery process [Customer Focus]



4.1 We seek to align our work to shared goals, prioritising for maximum impact [Customer Focus]



2.1 We bring work into the delivery process only as capacity allows, preferring to finish work items already in progress than to start new work items [Balance]



2.2 We maintain a clear separation between work currently in progress and work still under consideration [Balance]



6.1 Together, we strive to meet customer needs, improve our delivery systems, and develop new capabilities; in all three pursuits we are appropriately recognised, supported, and rewarded [Leadership]



6.3 We all share the responsibility to seek clarification, to highlight problems, and to come up with improvement ideas [Leadership]



3.2 Our delivery process encourages collaboration across roles and specialties [Collaboration]



Complete survey results, original order

Complete survey data organised as per the Agendashift™ values-based delivery assessment, original edition. We recommend this structure for prioritisation purposes (chapter 2 of the Agendashift book). Arranged on three categories per page for printing.

Transparency

1.1 Our delivery process and the work items currently in progress within it are easily visible to all involved and interested parties



1.2 We have visibility of work items due to enter the delivery process soon



1.3 We can see which work items are blocked and for what reason



Balance

2.1 We bring work into the delivery process only as capacity allows, preferring to finish work items already in progress than to start new work items



2.2 We maintain a clear separation between work currently in progress and work still under consideration



2.3 We take steps to avoid being overburdened with more work-in-progress than we can accommodate effectively



Collaboration

3.1 We work with those whose needs we are meeting in order to understand, shape and size potential work before committing to deliver it



3.2 Our delivery process encourages collaboration across roles and specialties

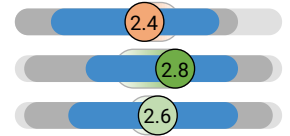


3.3 We meet on a regular basis to review and improve our outputs and processes



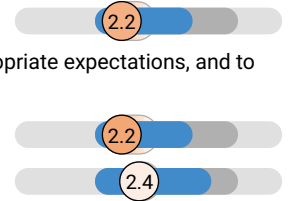
Customer Focus

- 4.1 We seek to align our work to shared goals, prioritising for maximum impact
- 4.2 We incorporate customer feedback into our work while it is in the delivery process
- 4.3 We continue to own work items until the customer confirms that their needs are being met



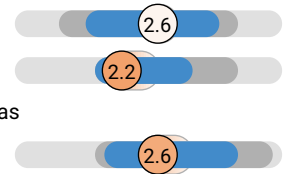
Flow

- 5.1 We can predict with reasonable confidence how long it will take to deliver work of typical value and risk
- 5.2 We understand the performance of our delivery system in sufficient detail to make timely decisions, to set appropriate expectations, and to focus our improvement efforts
- 5.3 We proactively identify and address dependencies and other impediments to flow



Leadership

- 6.1 Together, we strive to meet customer needs, improve our delivery systems, and develop new capabilities; in all three pursuits we are appropriately recognised, supported, and rewarded
- 6.2 We ensure that opportunities for improvement are recognised and systematically followed through
- 6.3 We all share the responsibility to seek clarification, to highlight problems, and to come up with improvement ideas



Complete survey results, pathway order

Complete survey data organised as per the Agendashift™ values-based delivery assessment, pathway edition. We recommend this structure for planning purposes (chapter 3 of the Agendashift book). Arranged on three categories per page for printing.

Refine existing systems

1.1 (1.1) Our delivery process and the work items currently in progress within it are easily visible to all involved and interested parties



1.2 (1.2) We have visibility of work items due to enter the delivery process soon



1.3 (2.2) We maintain a clear separation between work currently in progress and work still under consideration



1.4 (1.3) We can see which work items are blocked and for what reason



Improve the service experience

2.1 (5.1) We can predict with reasonable confidence how long it will take to deliver work of typical value and risk



2.2 (5.2) We understand the performance of our delivery system in sufficient detail to make timely decisions, to set appropriate expectations, and to focus our improvement efforts



Manage the knowledge discovery process

3.1 (3.1) We work with those whose needs we are meeting in order to understand, shape and size potential work before committing to deliver it



3.2 (4.1) We seek to align our work to shared goals, prioritising for maximum impact



3.3 (4.2) We incorporate customer feedback into our work while it is in the delivery process

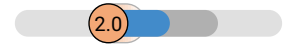


3.4 (4.3) We continue to own work items until the customer confirms that their needs are being met



Balance demand and capability

4.1 (2.3) We take steps to avoid being overburdened with more work-in-progress than we can accommodate effectively



4.2 (2.1) We bring work into the delivery process only as capacity allows, preferring to finish work items already in progress than to start new work items



Address sources of dissatisfaction and other motivations for change

5.1 (5.3) We proactively identify and address dependencies and other impediments to flow



5.2 (3.2) Our delivery process encourages collaboration across roles and specialties



Pursue fitness for purpose

6.1 (3.3) We meet on a regular basis to review and improve our outputs and processes



6.2 (6.1) Together, we strive to meet customer needs, improve our delivery systems, and develop new capabilities; in all three pursuits we are appropriately recognised, supported, and rewarded



6.3 (6.3) We all share the responsibility to seek clarification, to highlight problems, and to come up with improvement ideas



6.4 (6.2) We ensure that opportunities for improvement are recognised and systematically followed through



Notes

Key

Aggregate scores (technically, the interquartile mean of contributing scores) that lie above the fitted profile have a green background:



Aggregate scores that lie below the fitted profile have an amber background:



The blue and dark grey bars indicate spread.



The blue bar extends from the lower half mean to the upper half mean (the means of the lower and upper halves, respectively):



The dark grey bar extends from the bottom quartile mean to the top quartile mean (the means of the bottom and top quartiles, respectively). In this example know that at least a quarter of scores are at the maximum possible value of 4:



Here, the spread is very wide indeed – half (or more) of scores lie at the upper extreme (4) and a quarter at the lower (1):



Combined:



Acknowledgements and references

The Agendashift values-based assessment is by Dragan Jojic and Mike Burrows, adapted with permission from chapter 23 of *Kanban from the Inside* © 2014 Mike Burrows, with ongoing contributions from the Agendashift community.

Part I of *Agendashift: clean conversations, coherent collaboration, continuous transformation* by Mike Burrows (Leanpub, May 2017) is available at leanpub.com/agendashift (<https://leanpub.com/agendashift>).

For further information on the Agendashift unbenchmarking service go to www.agendashift.com/unbenchmarking (<https://www.agendashift.com/unbenchmarking>).