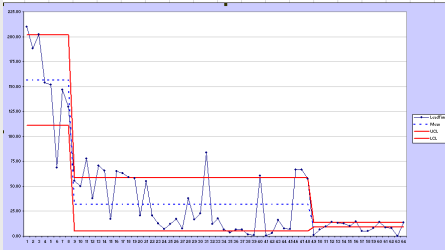


Kanban Benefits

Reduced Lead Time



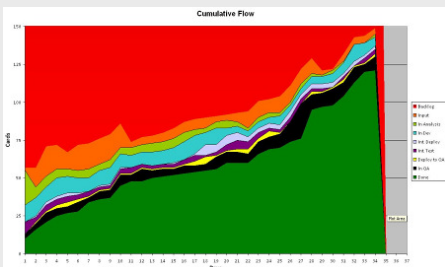
Reduction in lead time from 120 days down to 25 days.

Smarter Collaboration



Daily stand-ups involved 15 plus people and yet were still completed within 8 to 10 minutes.

Removed Bottlenecks,



Exposing bottlenecks allowed the team to do something about them and see the effect on throughput. The result - the team cleared the backlog of 469 jobs in 5 months.

Moneysupermarket.com radically improves its delivery process through the introduction of Kanban

Moneysupermarket.com is the UK's leading comparison website. Attracting in excess of 120 million visitors a year to use its free online service to compare and ultimately select from a vast range of financial and travel related products.

The Challenge

One of the development teams at moneysupermarket.com, responsible for the support and maintenance of the online estate, was seeking a better way to service the **unrelenting demand** being placed upon them.

With such high demands and **constantly changing priorities** the inevitable result was a team with **low throughput**, poor **team morale**, and a growing sense of **frustration** from internal customers.

The team wanted a new approach to help improve collaboration between their business stakeholders and improve throughput. With a new approach they hoped to increase communication, collaboration and software delivery productivity and service the ever **growing backlog** of jobs stacking up in their job/work request system.

The Solution

The team adopted Kanban. On day one of the Kanban adoption it was immediately obvious where the **bottlenecks and blockers** were, enabling the team to focus on addressing the issues.

By visualising the entire value stream on the Kanban board – customer backlog, analysis, development, QA, pre-live, and live – they were able to change the wider team focus from individual activity to **end-to-end flow**. The **daily stand-ups** were attended by representatives from every part of the value stream. When blockers or bottlenecks were encountered the wider team **'swarmed'** around the issue until its resolution.

The team faced a number of counter-intuitive concepts such as **limiting the work in process**, but quickly recognised the profound impact of focusing on flow when they **stopped starting work and started finishing** - creating a true work pulling system.

Team Comments

“The Kanban implementation has, quite simply, delivered a step change in our delivery performance”

Annie O’Grady CTO

“We feel less busy but we’re delivering more”

Shaun Fisher – Team Manager

“It’s so much easier to get work done now”

Jonathan Allan – Product Manager

“I can’t believe we’ve not done this before now. How can something so simple have such a profound impact?”

Linda Farrell, Provider Team Manager

The Results

- Measurable improvement in throughput
- The team cleared the backlog of 469 jobs in 5 months
- Improved collaboration and communication – internal customers became re-engaged and delighted with outcomes – Customers, Developers, QA, Release, and Ops working together as one team.
- Better visibility – everyone in the entire value stream had absolute clarity on the state of the delivery process.
- Cultural change without the associated disruption. Kanban put the team in control of the change curve and provided everyone with a common vision of success.
- Representatives from every part of the value stream (in excess of 40 people) became committed to the process and the results it generated.

With the ever-increasing number of teams at moneysupermarket.com adopting Kanban, what started as a solution to improve delivery has grown into a rapid adoption of a highly effective delivery approach. By adopting Kanban, moneysupermarket.com has now opened up capacity in delivery teams, reduced time to market, improved team relations, and improved greater overall visibility of projects.

Want to get started with Kanban?

Ian Carroll is an established Agile, Lean, & Kanban Consultant with 21yrs experience in software development, managing developers (herding cats), and coaching software development teams on improving their delivery capability. Ian introduced Kanban for Software Engineering to moneysupermarket.com , and prior to that to the NHS Information Centre in Leeds with similar results. Ian carries with him over 3 yrs hands on experience of introducing Kanban to delivery teams.

To learn more about how Kanban can improve your software delivery process contact Ian on +44 (0)7968 399947.