

4. Flow and Pull

Flow and Pull - "Work flows, not people. Pull, don't push."

Flash concepts

Push and Pull systems	Limit Work in Progress (WIP)	Kanban & flow metrics
Use pull systems (like Kanban) to respect capacity and reduce overload.	Measure flow with lead time, WIP, and throughput.	Visualize work to uncover bottlenecks.

Practices you can start to apply tomorrow

Step	Action items
Understand your current workflow	Map out how a piece of work (like a user story or an IT request) goes from start to finish, and identify where it gets stuck or delayed. Then, find ways to remove those obstacles (perhaps through automation, clearer ownership, or eliminating unnecessary approvals).
Adopt a pull system	By prioritizing and only pulling in a few work items at a time – for example, using a Kanban board where new tasks enter only when someone finishes their current task (thus limiting work-in-progress)
Link to Metrics	Tie each change to a value metric (e.g. load time improvement, error rate reduction, user satisfaction score) so you can measure if value was actually delivered

Tools and Templates

What	Why and where
Kanban	Structure your visual board for flow. See. Template Library
WIP tracker sheet	Understand multitasking and its costs (add link)
Value Stream mapping	To visualize the end-to-end process and find waste. See Template Library
Article	"Stop Starting, Start Finishing"? (add link)
Check out how we can help	Checkout our trainings Community & Help

Page owned by	LEMOS, Barbara
Date of content validation	27 May 2025