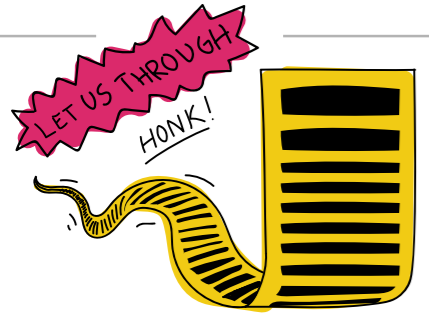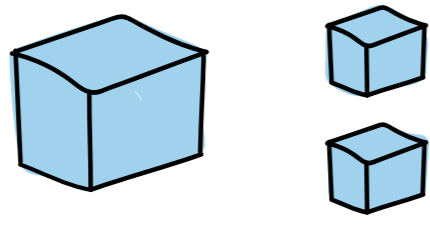# 5 common anti-patterns that delays deliveries

**50% of knowledge gets lost in handovers**

Queues

A long backlog easily turns in to a queue. Queues creates the biggest delays and waite.
We have to understand where we have queues in the system (between teams, silos, work stations). The longer the queue, the longer the delivery time.
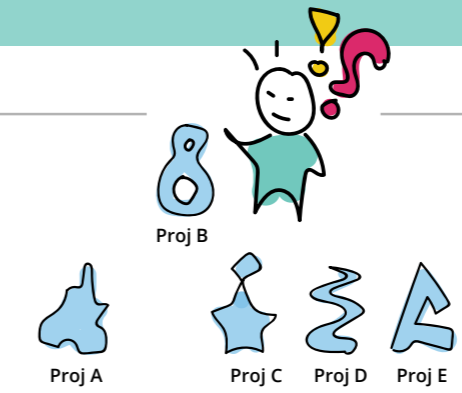
Batch-size

By reducing the size of the work we enable more predictability. Small batches gives low variation, big batches large variation.
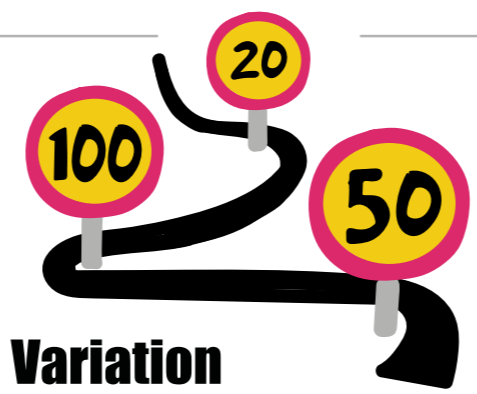
Variation

With variation prognosis gets unpredictable. If you compare it with driving, we get variation if people drive with different driving styles. This creates variations in traffic and queues.

Task-switching

Focus increases flow with 100%. 50% of the knowledge built up gets lost with handovers. If you task-switch between 5 different things you put 80% of your time on non value adding activities, and only 20% on the actual tasks.

Proj B
Proj A   Proj C   Proj D   Proj E
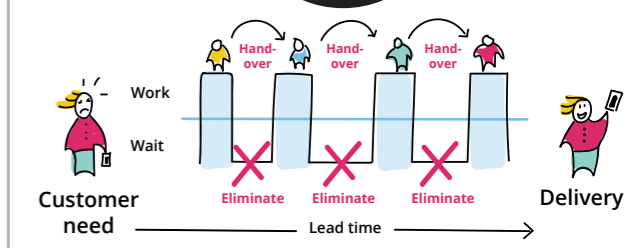
Handovers

For every handover in the process we loose 50% of the build up knowledge. Handovers gives queues between the people doing the work. This also means that making prognosis gets difficult and the lead time from starting to delivering value to the customer increases.

Work
Wait
Customer need — Lead time — Delivery
Hand-over   Hand-over   Hand-over
Eliminate   Eliminate   Eliminate

What solutions can we see?

Sketch your solutions below or contact us at Dandy People for support to improve these things.