

DELIVERY MANAGER

A two-day course from Kanban University



TWO DAY COURSE

Make delivery **more reliable.**

Develop the capability to manage delivery flow, reduce lead times, and create more consistent service outcomes for customers.

Delivery Manager is a two-day course for agile professionals, team leads, and managers responsible for product or service delivery who want to improve predictability and reliability. It develops practical ways to visualise end-to-end workflows, manage flow and WIP, make policies explicit, and use feedback loops to support dependable service outcomes.



AT A GLANCE



DURATION
2 days



FORMAT
Online or in person



PREREQUISITES
Flow Manager

Is **Delivery Manager** the right course for me?

If you are responsible for how reliably your team or service delivers to customers – not just for getting individual tasks done – this course is built for you.



You own delivery outcomes.

- You lead a customer-facing product or service team where reliability matters to customers and stakeholders.



Lead times need attention.

- You need to reduce delays and improve the consistency of service delivery.



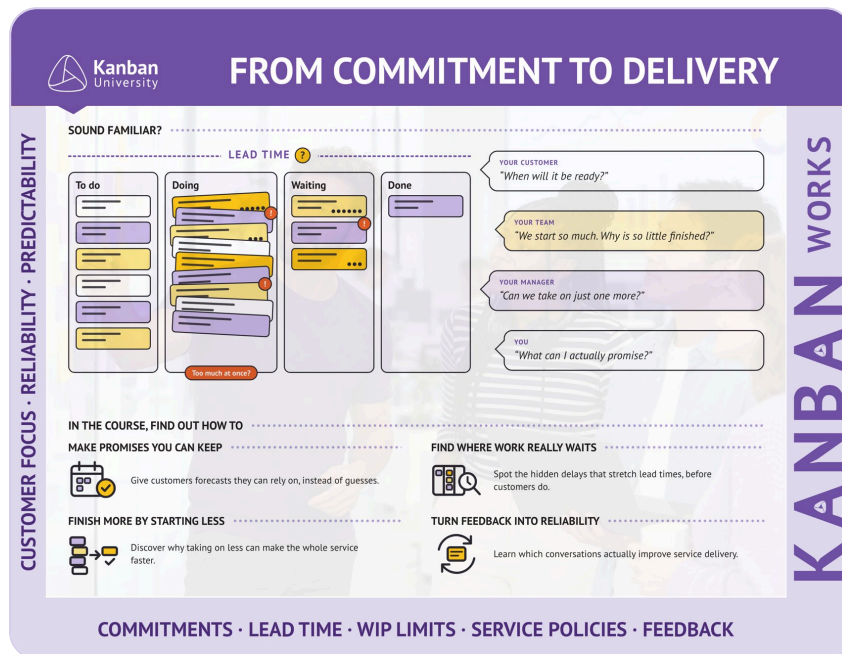
You are ready for the next step.

- You already have Flow Manager learning and want to deepen your delivery capability.

SEE, COORDINATE AND IMPROVE DELIVERY

Practical ideas and habits you can bring back to the work, people, and services you support.

See how work flows from commitment to delivery.



Completion and credential.

Attend and actively participate to receive your certificate of completion and earn the Delivery Manager credential from Kanban University.



Certificate



Credential

Taught by an **accredited Kanban University trainer**. Format depends on the trainer – check each class listing for details. Requires **Flow Manager**.

COURSE FOCUS · DELIVERY MANAGEMENT

See

- Delivery flow
- Customer commitments



Coordinate

- Lead times
- Service policies



Improve

- Feedback loops
- Customer outcomes

Your **outcomes** from the Delivery Manager course.

01

Manage end-to-end flow

Visualise workflow and manage WIP to support reliable service delivery.



02

Reduce lead times

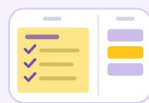
Identify choices that can reduce delay in customer-facing work.



03

Make policies explicit

Develop delivery policies that support reliable commitments and empowerment.



04

Use feedback loops

Use feedback and review to improve delivery in ways that matter to customers.

