



UNLEASH (UNIVERSAL LEAN AGILE SIMPLIFIED HIERARCHY) AGILE METHODOLOGY

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ABSTRACT: The UnLeASH (Universal Lean Agile Simplified Hierarchy) Agile Methodology presents an innovative framework designed to bridge the gap between traditional lean-agile principles and the diverse work execution contexts of both IT and non-IT industries. The methodology addresses the common challenges organizations face in implementing agile practices, particularly the absence of a comprehensive, adaptable approach that caters to unique business environments. By integrating lean principles and agile frameworks, UnLeASH facilitates the effective management of various work requests, including new, recurring, and error-resolution tasks, while promoting team collaboration, improving efficiency, and optimizing workflow processes.

This research explores the design, application, and impact of the UnLeASH methodology in real-world organizational settings. The study emphasizes how lean-agile concepts can be universally adapted across sectors, offering a practical solution to enhance organizational agility. Through a structured approach, the UnLeASH framework fosters a cultural shift towards continuous improvement, iterative learning, and value-driven outcomes. The findings demonstrate how this methodology enables seamless adoption of agile practices, transforming both IT and non-IT work management by streamlining processes, improving collaboration, and driving stakeholder satisfaction. In conclusion, this paper highlights the success of the UnLeASH Agile Methodology in overcoming common barriers to agile adoption, offering a flexible, scalable solution for organizations seeking to enhance their operational agility and efficiency.

KEYWORDS: Agile Methodology, Process Improvement, Organizational Agility, Lean Principles, Continuous Improvement.

SUMMARY

The process improvement idea of "UnLeASH (Universal Lean Agile Simplified Hierarchy) Agile Methodology" aims of applying lean agile principles is to effectively and efficiently manage various types of work requests, including existing work requests, new work requests, solutions for error resolution, and recurring work. By understanding the nature of work and implementing lean agile principles, the organization strives to enhance team collaboration, improve efficiency, and optimize workflow.

PROBLEM STATEMENT:

IT and Non-IT Industries aspire to implement lean and agile principles, but they face a lack of a comprehensive Methodology tailored to their specific work execution context. This absence hinders their ability to effectively apply lean and agile principles within their organization.

SOLUTIONS

To address this challenge, I have developed a custom-designed process framework based on lean agile methodology, providing a universal solution. This framework is tailored to be easily implemented and adapted to the unique needs of both IT and non-IT industries. By offering a practical and flexible methodology, it enables organizations to seamlessly apply lean agile principles, effectively overcoming the aforementioned problem.

SPECIFICATION

While agile methodology have been predominantly used in the context of IT and software development, the principles and practices of agility can be adapted and applied to non-IT work management as well. Although there may be a lack of dedicated agile methodology specifically designed for non-IT work, it is still possible to harness agile concepts and adapt existing methodology to address this requirement.

Let's examine the problem statement through the following illustrations:

Example 1: XYZ Corp., a prominent manufacturing company specializing in industrial machinery, has recognized the necessity of improving work management processes beyond the scope of IT projects. However, the absence of an agile way of working for non-IT work has resulted in inefficiencies, a lack of transparency, and limited adaptability to evolving requirements. With mounting market competition and the need for swift responses to customer demands, the absence of a suitable agile way of working posed a significant challenge for XYZ Corp.

Example 2: The ABC Marketing is a medium-sized marketing agency that specializes in digital marketing campaigns for their clients. The marketing team is responsible for creating and executing various campaigns, including social media campaigns, email marketing, content creation, and SEO optimization. However, the team faces challenges in terms of coordinating tasks, managing timelines, adapting to changing requirements, and fostering collaboration and communication among team members. The absence of an agile methodology has led to inefficiencies and difficulties in managing marketing campaigns effectively. The team lacks a structured approach to prioritize tasks, respond to changing client requirements, track progress, and foster collaboration among team members. As a result, they often face delays, miscommunication, and difficulty adapting to evolving market dynamics.

Example 3: The Human Resources (HR) department of a mid-sized company, XYZ Corp, was facing challenges in effectively managing their work processes. The HR department at XYZ Corp lacked an established agile methodology to manage their work processes. They faced difficulties in prioritizing and tracking tasks, aligning with stakeholders, and adapting to changing requirements. This resulted in delays in recruitment, employee onboarding, performance management, and other HR processes. The absence of an agile way of working hindered their ability to respond quickly to evolving business needs and maintain a competitive edge in talent acquisition and management.

Example 4: The IT helpdesk team plays a crucial role in providing technical support and resolving issues for internal users within an organization. However, the team lacks an agile way of working to support their work, resulting in inefficiencies, longer resolution times, and decreased customer satisfaction. The absence of a structured approach hampers their ability to prioritize tasks, adapt to changing requirements, and effectively communicate and collaborate within the team.

Example 5: XYZ Corporation is a medium-sized technology company known for its fast-paced work environment and demanding projects. However, the company has observed a decline in employee satisfaction and an increase in stress-related issues due to a lack of work-life balance. The existing work culture does not provide flexibility and often results in long working hours, burnout, and strained personal relationships. The problem at hand is the absence of an agile methodology that addresses work-life balance within XYZ

Corporation. The company needs a structured approach to incorporate agile principles and practices to enable employees to maintain a healthy work-life integration, leading to improved well-being and productivity.

KEY LEARNINGS FROM THE EXAMPLES:

1. **Importance of Agile Beyond IT:** The examples highlight that agile principles and methodology are not limited to IT projects. Organizations in various industries, such as manufacturing, and functions such as marketing, human resources, and IT helpdesk, can benefit from adopting agile practices to enhance efficiency, adaptability, collaboration, and customer satisfaction.
 2. **Customization of Agile Principles:** Each organization faces unique challenges and requirements. The examples demonstrate the need for agile principles to align with specific processes, workflows, and organizational contexts. Customization ensures that agile practices are tailored to fit the organization's unique needs and maximize their effectiveness.
 3. **Efficiency and Adaptability:** The absence of an agile way of working often results in inefficiencies, delays, and difficulties in adapting to changing requirements. Agile methodology provide a structured approach to task prioritization, tracking, and flexibility, enabling teams to respond swiftly to evolving demands, optimize processes, and deliver value more efficiently.
 4. **Collaboration and Communication:** The examples highlight the importance of collaboration and communication within teams. An agile methodology fosters collaboration by providing transparency, promoting regular interactions, and enabling effective communication among team members. This leads to improved coordination, reduced miscommunication, and better outcomes.
 5. **Work-Life Balance:** The example emphasizing work-life balance highlights the significance of incorporating agile principles beyond project management. An agile methodology can be utilized to create a culture that values employee well-being, promotes work-life integration, and reduces burnout. Prioritizing work-life balance improves employee satisfaction, productivity, and overall organizational performance.
 6. **Customer Satisfaction and Market Adaptation:** The absence of an agile methodology can hinder organizations' ability to meet customer needs and adapt to changing market dynamics. Agile practices enable organizations to respond quickly to customer requirements, make necessary adjustments, and stay competitive in rapidly evolving markets.
 7. **Continuous Improvement:** The examples suggest that adopting an agile methodology is a journey of continuous improvement. Regular feedback, monitoring key metrics, and refining agile practices based on lessons learned and emerging best practices are crucial for optimizing the methodology's effectiveness and promoting its adoption throughout the organization.
- Overall, the examples emphasize the benefits of implementing an agile methodology, such as increased efficiency, adaptability, collaboration, customer satisfaction, and employee well-being. Customizing agile principles to fit specific contexts and continuously refining the methodology based on feedback are key elements in achieving successful implementation.

To address the given problem statement or need, I have a "UnLeASH (Universal Lean Agile Simplified Hierarchy)" Agile Methodology that offers a universal solution applicable in diverse situations and contexts. This methodology can be widely adopted and yield favourable outcomes across various scenarios. It is specifically designed to be easily implemented and customized to meet the specific needs of both IT and non-IT industries. By providing a practical and flexible methodology, organizations can seamlessly incorporate lean and agile principles, effectively resolving the aforementioned challenge.

Remember, True agility in work refers to the ability to embrace and embody the principles and values of Agile methodologies in a meaningful and effective way. It goes beyond simply adopting Agile practices and methodology and delves into the mindset and cultural aspects of agility.

Let's learn and understand a "UnLeASH (Universal Lean Agile Simplified Hierarchy) Agile Methodology," which offers a universal solution applicable in diverse situations and contexts.

Before delving into the "UnLeASH (Universal Lean Agile Simplified Hierarchy) Agile Methodology," it is crucial to have a clear understanding of the concept of "lean agile principles."

Lean	Agile	Principle
L - Limit waste	A - Adaptability	P - Productivity
E - Empowerment	G - Group Collaboration	R - Retrospective
A - Agile responsiveness	I - Iterative	I - Iterative
N - Non-stop improvement	L - Lean Principles	C - Collaboration
	E - Empowerment	I - Improvement
		P - People-Oriented
		A - Adaptability
		L - Lean Thinking

lean agile principles provide a set of guiding principles and practices that enable teams to deliver work more efficiently, adapt to changing circumstances, continuously improve their processes, and ultimately deliver value to their customers.

UNLEASH (UNIVERSAL LEAN AGILE SIMPLIFIED HIERARCHY) AGILE METHODOLOGY

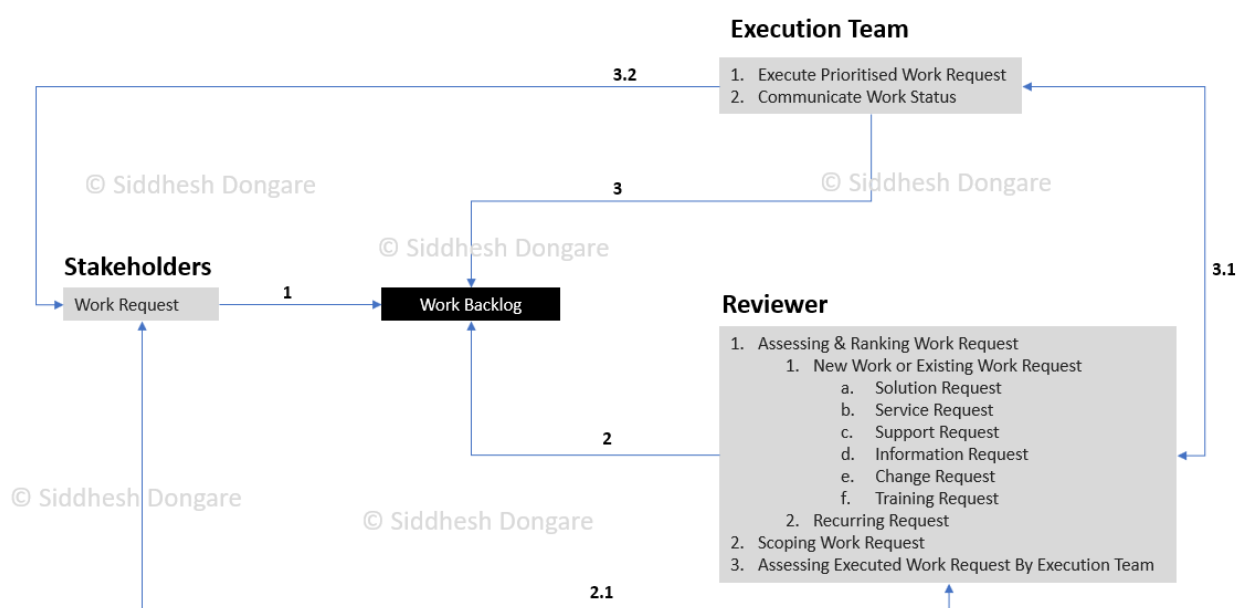
The UnLeASH (Universal Lean Agile Simplified Hierarchy) Agile Methodology is a robust solution designed to promote agility and efficiency in diverse industries, functions, and individual work environments. It empowers organizations to swiftly address customer needs, fosters a structured approach to work, accommodates changing requirements, improves well-being and productivity, and facilitates effective communication and collaboration among team members. The UnLeASH Agile Methodology serves as a comprehensive and adaptable toolset for organizations seeking to thrive in today's dynamic and demanding business landscape.

The primary focus of the UnLeASH (Universal Lean Agile Simplified Hierarchy) Agile Methodology lies in effectively delivering various types of work requests from both internal and external stakeholders. This methodology follows agile and lean principles to ensure efficient and value-driven work delivery processes.

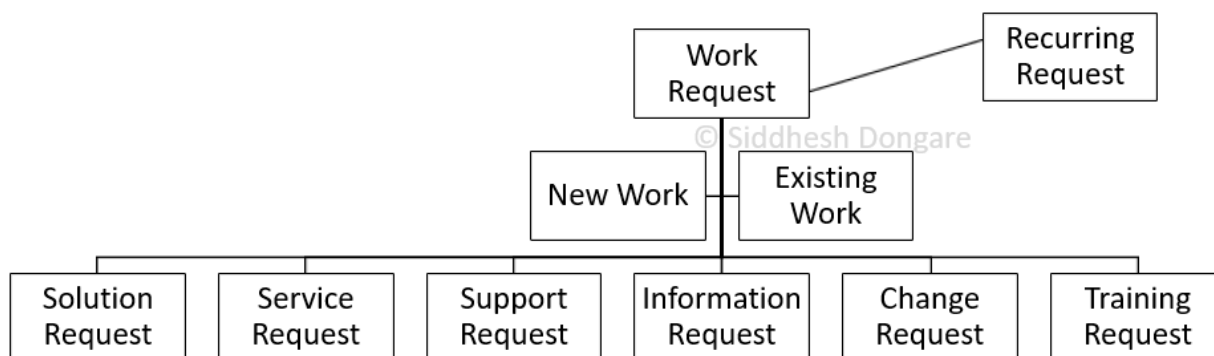
The terms "Work" and "Task" are often used interchangeably, but they have distinct meanings in the context of productivity. Work is the broader concept that encompasses multiple tasks or activities, while a task is an individual action or assignment within that work. Work involves the coordination and completion of various tasks to achieve a particular outcome, while a task represents a specific and identifiable piece of work that contributes to the overall goal.

Roles Required:

SN	Roles	Details
1	Stakeholders	“Stakeholders” can include requesters, external customer, decision-makers, project managers, supervisors, and any individuals or teams affected by or involved in the respective work requests.
2	Execution Team	The "Execution Team" is the group or people in charge of doing the work for the different types of requests mentioned. They should work together and organize themselves without too much direction from others. This means they can make decisions about their work, collaborate with each other, and take responsibility for what they do. The Execution Team is also responsible for keeping everyone informed about the progress of the work.
3	Reviewer	The "reviewer" refers to the individual or group responsible for assessing the scope of work requests, evaluating and ranking them based on their importance and priority, and assessing and evaluating the different types of work requests executed by the execution team.

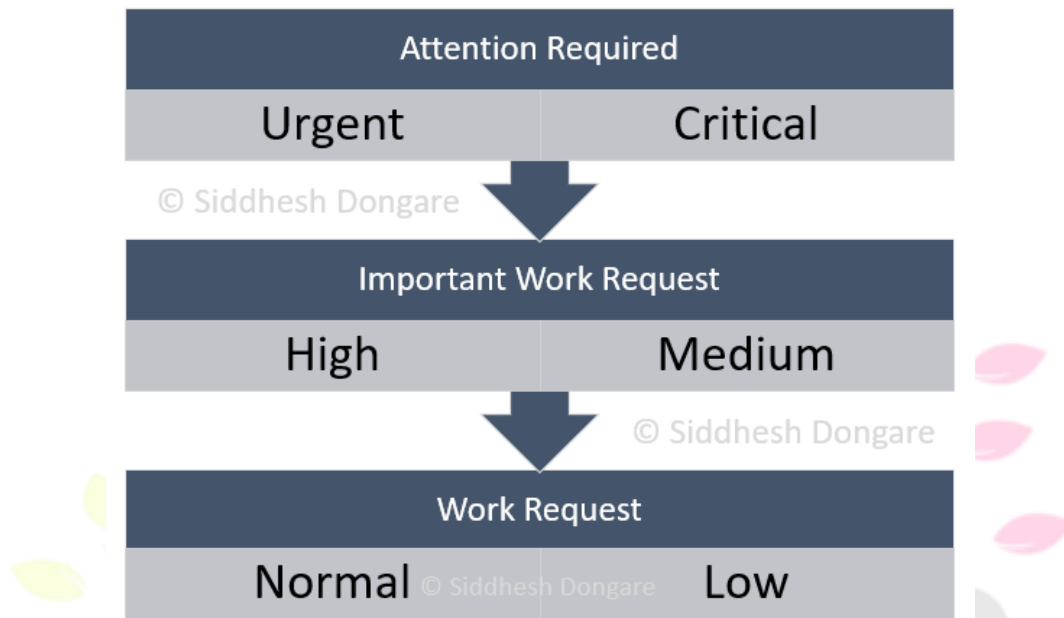
**UnLeASH (Universal Lean Agile Simplified Hierarchy) Agile Methodology**

Step 1 :: Stakeholders have the option to generate a fresh work request or submit a request pertaining to an already existing work. Thus, stakeholders can initiate a work request, whether it be for new work or existing work. Subsequently, the reviewer is responsible for assessing the nature of the work request and classifying it into one of the following categories:



Step 2 :: Once the particular type of request has been identified, it becomes simplify to establish the scope of the work request.

Step 2.1 :: The reviewer undertakes the responsibility of meticulously reviewing the work requests, taking into consideration the priorities established by the stakeholders, and ensuring that they are appropriately scoped. This entails clearly defining the tasks and objectives associated with each request. Moreover, prioritizing the requests in the backlog aids in identifying those that hold the utmost significance and urgency. In instances where ad hoc or blocker work requests arise, a collaborative effort is fostered among the reviewer, stakeholders, and the execution team to address and complete the work requests in a timely manner.

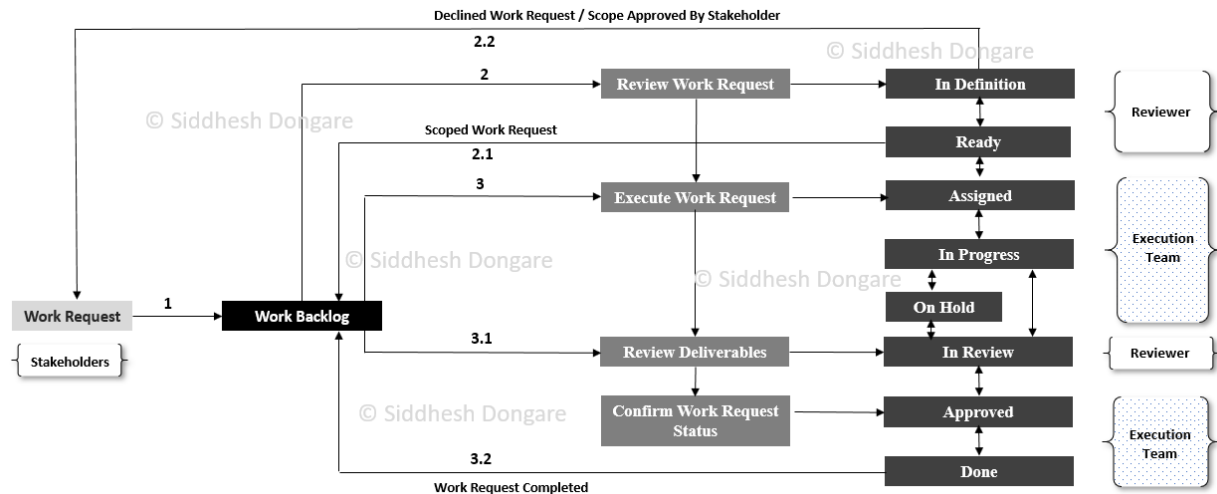


PRIORITISATION TO SIMPLIFY THE WORK REQUEST

- 1. Urgent Priority:** This type of priority is specifically used for work requests that have a sense of immediate importance or time sensitivity. They often require immediate action or attention to prevent negative consequences or meet pressing deadlines.
- 2. Critical Priority:** Critical priority is assigned to work requests that are of utmost importance and have a significant impact on the success of a project or the organization. These requests are typically high-risk or high-impact and require immediate and focused attention.
- 3. High Priority:** These are work requests that require immediate attention and are crucial for the smooth operation of the business or project. They often involve critical tasks or issues that need to be resolved urgently.
- 4. Medium Priority:** Work requests with medium priority are important but may not be as time-sensitive as high-priority requests. They still require prompt action but can be addressed within a reasonable timeframe.
- 5. Normal Priority:** Work requests with normal priority fall within the standard or expected timeframe for completion. They are neither urgent nor low-priority and are typically handled in the order they are received or as resources allow.
- 6. Low Priority:** These are work requests that are not time-sensitive and can be handled with less urgency. They are usually non-critical or non-urgent tasks that can be completed when resources and time permit.

Step 3 :: Having a dedicated execution team allows for efficient and timely completion of the prioritized work requests. By focusing on the most important tasks, the team can ensure that critical work is accomplished in a timely manner. If the execution team requires additional inputs or information pertaining to a work request, they have the option to make a request to either the stakeholder or the reviewer.

Step 3.1: After the execution team completes the work request, the reviewer evaluates whether the scope of the request has been met and checks for quality assurance. This ensures that the work meets the required standards and aligns with stakeholder expectations.



SIMPLIFIED THE WORK REQUEST STATUS

The reviewer plays a crucial role in scoping the work requests, thereby preventing the assignment of undesired or incorrect tasks to the execution team. This process enables the execution team to concentrate on prioritizing and engaging in work that brings substantial value, and Furthermore, it is essential to confidence the delivery of high-quality work by the team. This can be accomplished by thoroughly reviewing the work by Reviewer before acknowledging the completion of the work request to the stakeholder.

Step 3.2 : Keeping stakeholders informed about the progress of the work is crucial for transparency and effective collaboration. By providing regular updates on the status of the work, the execution team maintains open communication and helps manage expectations.

The Universal Lean Agile Simplified Hierarchy Agile Methodology emphasizes the adoption of agile and lean principles to foster collaboration, efficiency, and customer-centric value delivery. This transformation necessitates a cultural shift, continual learning from retrospectives, and a dedication to continuous improvement across all organizational levels. By implementing this methodology, workflows are streamlined, efficiency is enhanced, and effective collaboration is promoted among stakeholders, reviewers, and the execution team. Through proper assessment, execution, and communication of work requests, successful outcomes and stakeholder satisfaction are achieved.

About Siddhesh Dongare

Siddhesh Suryakant Dongare is an Agile coach and Product Manager at Mastercard, recently awarded Agile Coach of the Year at the India Agile Awards 2024 for his creative methods. With over 12+ years of experience, he has led complex projects using both Waterfall and Agile/Scrum approaches. He is certified in PMP, PMI-ACP, and SAFe SSM, and is also a Lean Six Sigma Practitioner and Design Thinker. Siddhesh invented the AIP-DM and UnLeASH Agile Methodology and is the author of "Shape Your Life by Changing Perspective."