

Kanban Project Participants and Roles

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2026-10-14

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1.1.b Flow Manager

- Manages work item flow
- Maintains Kanban board
- Identifies bottlenecks
- Optimizes WIP limits

1.1.c Development Team

- Self-organizing group
- Cross-functional members
- Delivers continuous value
- Manages work in progress

1.1.c.a Development Team Roles

1.1.c.b Development Team Roles

1.1.c.b.a Software Developer

- Writes and maintains application code
- Implements features and fixes bugs
- Participates in code reviews
- Contributes to technical documentation
- Follows coding standards and best practices

1.1.c.b.b Quality Assurance Engineer

- Designs and executes test cases
- Performs manual and automated testing
- Identifies and reports defects
- Validates bug fixes
- Maintains test documentation

1.1.c.b.c UI/UX Designer

- Creates user interface designs
- Develops user experience workflows
- Produces wireframes and prototypes

1 Kanban Project Participants and Roles

1.1 Internal Participants

1.1.a Service Delivery Manager

- Improves service delivery
- Facilitates continuous improvement
- Manages flow efficiency
- Monitors team metrics

- Ensures design consistency
- Conducts usability testing

1.1.d Kanban-Specific Role Adaptations

1.1.d.0.a Software Developer

- Pulls work according to WIP limits
- Maintains continuous flow of work
- Updates task status in real-time

1.1.d.0.b Quality Assurance Engineer

- Ensures quality at every stage
- Maintains testing flow
- Applies pull policies
- Monitors quality metrics
- Supports continuous delivery

1.1.d.0.c UI/UX Designer

- Designs components as needed
- Maintains design flow
- Ensures consistent user experience
- Provides continuous design support
- Participates in flow discussions

1.2 RACI Matrix (Kanban)

Activity/ Role	Service Manager	Flow Manager	Dev Team	Tech Lead	Stake- holders
Service Delivery	R/A	R	R	C	I
Flow Management	A	R	C	C	I
WIP Limit Management	C	R/A	R	C	I
Daily Standup	F	R	R	R	-
Delivery Review	R	C	R	R	C

Activity/ Role	Service Manager	Flow Manager	Dev Team	Tech Lead	Stake- holders
Metrics & Analytics	R/A	R	C	C	I

1.3 Key Interactions

1. Service Delivery Manager ↔ Stakeholders

- Flow optimization
- Service level expectations
- Delivery metrics review

2. Flow Manager ↔ Development Team

- WIP limit management
- Flow impediment removal
- Bottleneck identification

1.4 Kanban Practices

- Visualize Work
- Limit Work in Progress
- Manage Flow
- Make Process Policies Explicit
- Implement Feedback Loops
- Improve Collaboratively

1.5 Communication Patterns

1.5.a Flow-based Communication

- Daily flow reviews
- Replenishment meetings
- Service delivery reviews
- Operations reviews
- Risk reviews

1.5.b Documentation

1.5.c Documentation Fundamentals

- Version control practices
- Technical documentation
- Process documentation
- Meeting notes and decisions
- Metrics and reports

1.5.d Version Control Practices

- Documentation in markdown format
- Clear directory structure
- Regular documentation reviews
- Change history preservation
- Automated documentation generation

1.5.d.a Kanban-Specific Documentation

- Cumulative flow diagrams
- Lead time distribution
- Flow efficiency metrics
- Quality metrics
- Work item aging

1.6 Required Skills by Role

1.6.a Technical Skills Matrix

Role	Pro- cess	Ana- lytics	De- vOps	Tes- ting	UI/ UX	Flow Ma- nage- ment	Se- cu- ri- ty
Ser- vice Mana- ger	●●●●●●	●	●	●	●●●	●	
Flow Mana- ger	●●●●●	●●	●●	●	●●●	●	
Deve- loper	●●	●	●●	●●	●	●●	●

Legend: ●●● Expert, ●● Intermediate, ● Basic,
- Not Required

1.7 Team Dynamics

1.7.a Kanban Best Practices

- Pull-based workflow
- Just-in-time delivery
- Work item age monitoring
- Flow optimization
- Continuous improvement
- Visual management