

# 3 REASONS TO USE CLASSES OF SERVICE



1

## WIP limit systems require classes of service

Some work items are more valuable than others. Therefore, in WIP (work in progress) limit environment, we need to decide which items should be chosen/pulled first. Classes of service reflect the cost of delay behind the work item and help with proper scheduling of your workload.

2

## Classes of Service is the way to classify the work

Defining the classes of service for a Kanban system requires developing special policies towards them. These policies reflect how the items with different classes of service should be pulled through the system.

3

## Classes of service are used to mitigate the risk

Classes of service are used as a trade-off: we trade predictability for a focus on value or risk. The more urgent, critical, or valuable an item, the higher its class of service is likely to be. More mature organizations may define their own custom classes of service based on a detailed understanding of risks and trade-offs.

