5 REASONS TO USE THE CLASSES OF SERVICE

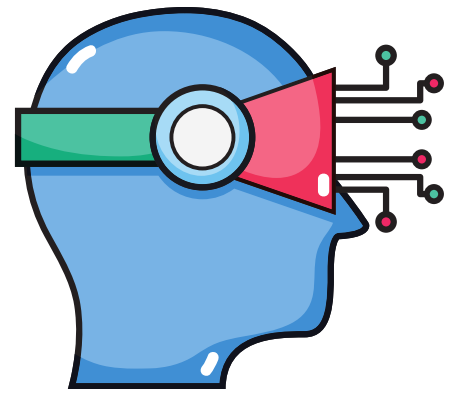**Using classes of service will help you:**

TO CLASSIFY THE WORK

Not all work items are the same! Classes of service help to classify your work given its Impact of Delay

TO VISUALIZE YOUR WORK

Classes of service allow us to easily understand the scope and urgency of the workload at just one glance.
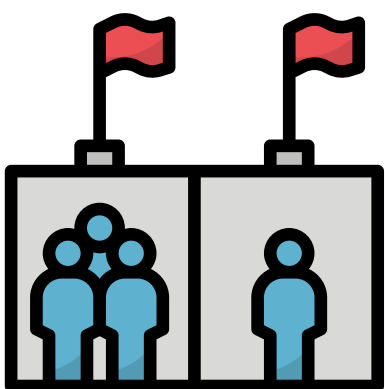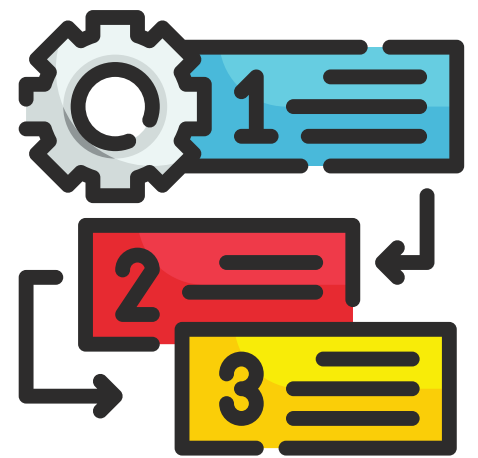
TO DEVELOP SPECIAL POLICIES

Classes of Service require developing special policies towards them. Having them gives you clear guidance on how different items with different urgency should be pulled through the system

TO SEQUENCE (PRIORITIZE) THE WORK

Different Classes of Service help to identify what you need to start now, what to postpone until later, and if so when, and what not to start at all.

TO ALLOCATE CAPACITY

Classes of Service will help to manage the capacity of the system. Different swim lanes can be used for different classes of service, WIP can be limited given different classes of service.