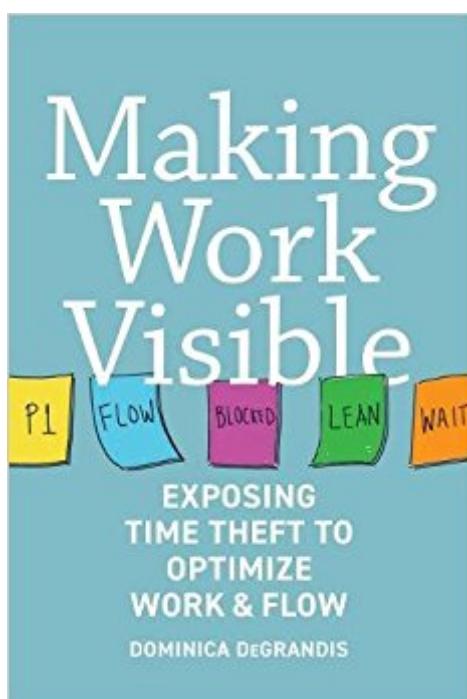


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# Making Work Visible: Exposing Time Theft To Optimize Work & Flow



## Synopsis

If someone stole your wallet, you'd notice it. So why don't people notice when they are robbed of something much more valuable than their wallet? In this timely book, IT time management expert Dominica DeGrandis reveals the real crime of the century: time theft, one of the most costly factors impacting enterprises in their day-to-day operations. The technology world—and indeed the whole business world—is moving at a pace faster than ever before, and it shows no signs of slowing down. Instead of consigning ourselves to the pressure cooker of the modern world, it's time to elevate how we work. It's time to level up our game. It's time to make work visible.

## Book Information

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## Customer Reviews

"I love this book! Dominica DeGrandis talks about the chronic problems we all have in knowledge work and technology work in a way that is breezy, familiar, and often irreverent, but also shows off decades of learnings and concrete techniques we can quickly adopt, both at work and at home. Also wonderfully rewarding is when DeGrandis describes the theory of why these practices work, in a way that is accessible and enlightening. (Gene Kim, researcher, founder of IT Revolution, and co-author of The DevOps Handbook and The Phoenix Project: A Novel About IT, DevOps, and Helping Your Business Win)" "The most practical book I've seen on making processes lean. Dominica's deep experience coaching companies is fully on display as she walks the reader through a series of exercises to find waste and eliminate it—or, in her terms, to

catch those sneaky ‘time thieves’ in the act. Read this on a Sunday and you’ll want to start trying out the exercises on Monday! (Mark Schwartz, former CIO of US Citizenship and Immigration Services and author of *The Art of Business Value* and *A Seat at the Table*) “It is about time someone addresses time theft (aka the perfect crime) head on. Not only does Dominica provide a lot of the why behind the forces that cause us to make bad decisions about our time, she also provides ideas of what to do about them. I wish I had this book when I took my first management job!” (Julia Wester, Lean Consultant and Blogger at [EverydayKanban.com](http://EverydayKanban.com)) “Many of us wear our busyness as a badge of honor. In *Making Work Visible*, Dominica DeGrandis shows us how we can make hidden work-in-process visible, to clearly see the effect it has on our ability to get things done. Once we can see it, she dives deep into the hidden aspects of our WIP that steal our time, energy, and productivity, along with strategies for combating each of them. *Making Work Visible* helps us to take a step back from all that busyness and really see.” (Chris Hafley, Chief Revenue Officer, Retrium)

Dominica DeGrandis is the foremost expert in Kanban Flow within the IT industry today. Her work has shown working IT teams how effectively improve workflow and optimize throughput to produce the best result throughout the value stream. Her passion involves the use of visual cues and transparency across teams and organizations to reveal mutually critical information. As Director of Training & Coaching at LeanKit, Dominica combines experience, practice and theory to help teams level up their capability. She blogs at [ddegrandis.com](http://ddegrandis.com) and tweets at @dominicad.

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