بسم الله الرحمن الرحيم

در مسیر کارآفرینی دانش بنیان

جلسه ي پنجم:

The Lean Startup and The Innovator's Canvas

رضا لطفي

استاد گروه مهندسی برق دانشگاه فردوسی مشهد و رییس بنیاد نخبگان خراسان رضوی





هدف از برگزاری این نشست ها

- هم مى توانيم و هم بايد «بيشتر» ارزش آفرين باشيم.
- مهمترین ضعف ما در این مسیر، عدم آشنایی کافی ما با «طرز فکر کارآفرین» و «مسیر کارآفرینی دانش بنیان» هست.

• تغییر چیزی نیست که همراه با یک چک لیست بیاید. در دنیایی زندگی می کنیم که بادها و دریا دائما در حال تغییر هستند و گنج دو بار در یک مکان پنهان نمی شود. در عوض، آنچه ما در اختیار داریم، یک قطب نما است.

• وظیفه ی ما ایجاد طرز فکر، فرهنگ و روابطی است تا انسانهای داخل سیستممان به گونه ای توانمند شوند که بخواهند و بتوانند که بادبانها را در هر شرایط آب و هوایی در جهت جدید و صحیح تنظیم کنند.



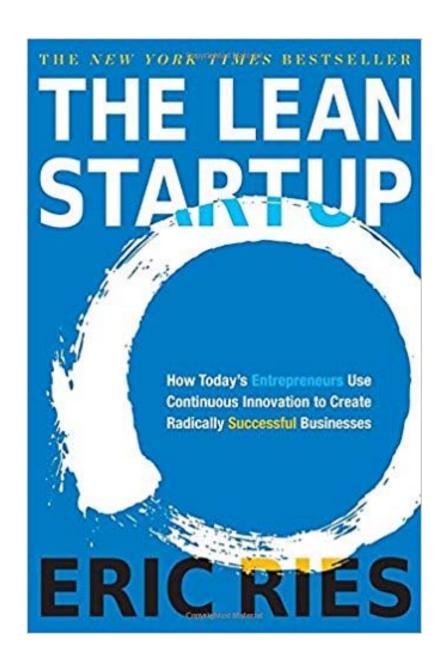
از مقدمه ی ناشر در کتاب The Innovator's Mindset

سرفصل مطالب اين هشت جلسه ان شاء الله

- 1. طرز فكر و طرز فكر رشد
- 2. نوآفرینی و طرز فکر نوآفرینی
 - Design thinking .3
- 4. از ایده شروع کنیم یا از مساله؟ چه مسائلی ارزش حل کردن دارند؟
- 5. The Lean Startup and The Innovator's Canvas
 - 6. خلاقیت و حل خلاقانه ی مسائل
 - 7. ویژگی های یک تیم خوب / هنر جذب سرمایه
 - 8. فرهنگ کار / آنچه در دانشگاه نمی آموزیم

سرفصل مطالب امروز

- The Lean Startup
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- Conclusions





2015 Lean Startup Conference

Lean Startup 101

Phil Dillard

November 16th, 2015

Sponsored by:



What's a startup?

"A human institution designed to create a new product or service under conditions of extreme uncertainty."

- Eric Ries author, *The Lean Startup*

What is Lean Startup?

A method to systematically address uncertainty through rapid iteration and market learning

What is the Lean Startup?

Helps us Answer Two Critical Questions

- Should we build this new product or service?
- 2. How can we increase our odds of success?

What is the Lean Startup?

History

- Robert Deming
 - Toyota Lean Manufacturing
 - Agile Software Development
 - Lean Startup
 - Steve Blank
 - Eric Ries
 - Alexander Osterwalder
 - Lean Startup Community

What is The Lean Startup?

Terminology / Definitions

- Entrepreneurs
- Startups
- Uncertainty (Product / Market / Model)
- Assumptions
- Hypotheses
- Validated Learning
- Experiments
- Minimum Viable Product
- Customer Development
- Pivots

What kinds of uncertainty?

Technical / product risk

Can we build this?

Customer / market risk

If we build this, will people use/buy it?

Business model risk

Once we build this, can we find a way to make money from it?

What is an assumption?

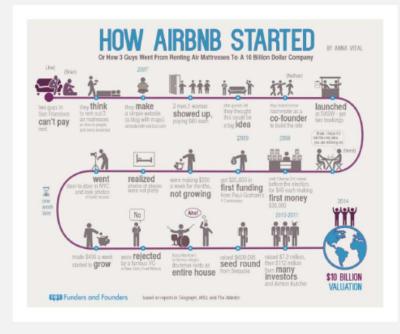
Starts with "I believe that" statements

Clarifies your current understanding of what you don't know with certainty

Some are more important than others

Identify and isolate critical assumptions

Assumptions Example



Early Assumption

"In a city where space is extremely limited, people will pay a small amount of money, for a small amount of space... they don't need a hotel."



What is a hypothesis?

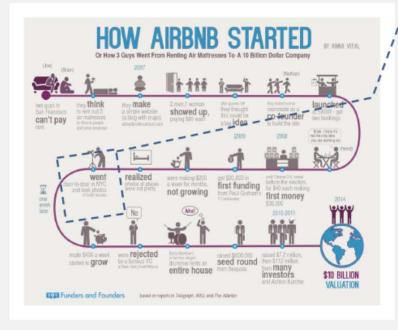
"If then" statement that helps design tests for an assumption

Clarifies your current understanding of what uncertainty you seek to resolve

Is specific in the action, timing and value / amount of impact

Helps to design and build an MVP

Critical Hypothesis Example



Critical Hypothesis

"Professional photographed listings get 2-3 times more business (and host don't turn down free professional photography."



What is an Experiment?

A scientific procedure undertaken to make a discovery, test a hypothesis, or demonstrate a known fact

Or

A scientific test in which you perform a series of actions and carefully observe their effects in order to learn about something

Minimum Viable Product (MVP)

Experiment that helps you validate (or invalidate) hypotheses about the value or growth potential for a new product

An MVP helps you answer a specific question about one of your assumptions

Building an MVP is not a 1-time event

Validated Learning

Translate your critical assumptions into an experiment:

- Isolate critical assumptions for testing
- 2. Draft your hypothesis to be tested
- 3. Build an experiment
- 4. Measure the results
- 5. Collect the data and **learning** in a systematic

Customer Development

= Talking to people

"Get out of the building"

Qualitative interviews to learn more about customer needs and behaviors

May start with the first test you run after you build an MVP

Pivot

- Change in direction without a change in vision
- OR
- Persevere: A team's decision to test the next most important hypothesis

What is the Lean Startup?

- 3. Application / Applicability
 - A. Experimentation
 - B. Testing
 - C. Measure Results

A. Experimentation

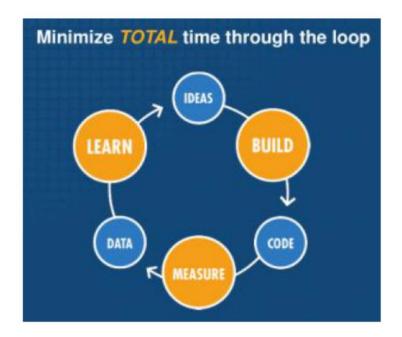
- Process of rapidly learning what customers want and will pay for
- Test assumptions so that you don't waste time and money building the wrong thing

B. Testing process

Build-Measure-Learn loop

- Identify your assumptions
- Prioritize assumptions
- Focus on assumption with biggest risk
- Figure out how to test assumption quickly
- Figure out your hypothesis about that test
- Run experiment
- Review results
- Iterate

Build, Measure, Learn Loop



Culture of Testing

- 1. Experiment design is important
- But, recording and evaluating the learning is more important
- 3. Establish an organization that learns together
- 4. Step up the sophistication of the experiment when you are ready to do so as a team
- 5. Team learning is the most important outcome

C. Measure Results

What knowledge are you looking to gain? "The What"

What you are going to do with the knowledge when you get it?

"The So What"

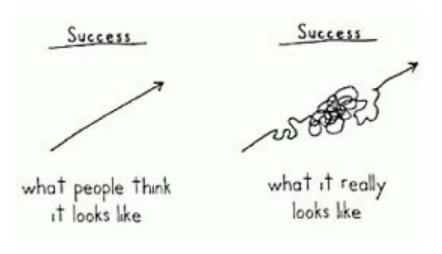
What if every hypothesis is invalidated?

Pivot.

Top 10 types of pivots

- 1. Zoom-in pivot
- 2. Zoom-out pivot
- 3. Customer segment pivot
- 4. Customer need pivot
- 5. Platform pivot
- 6. Business architecture pivot
- 7. Value capture pivot
- 8. Engine of growth pivot
- 9. Channel pivot
- 10. Technology pivot

Path to Success



Recap - How do you win?

Build products more quickly by:

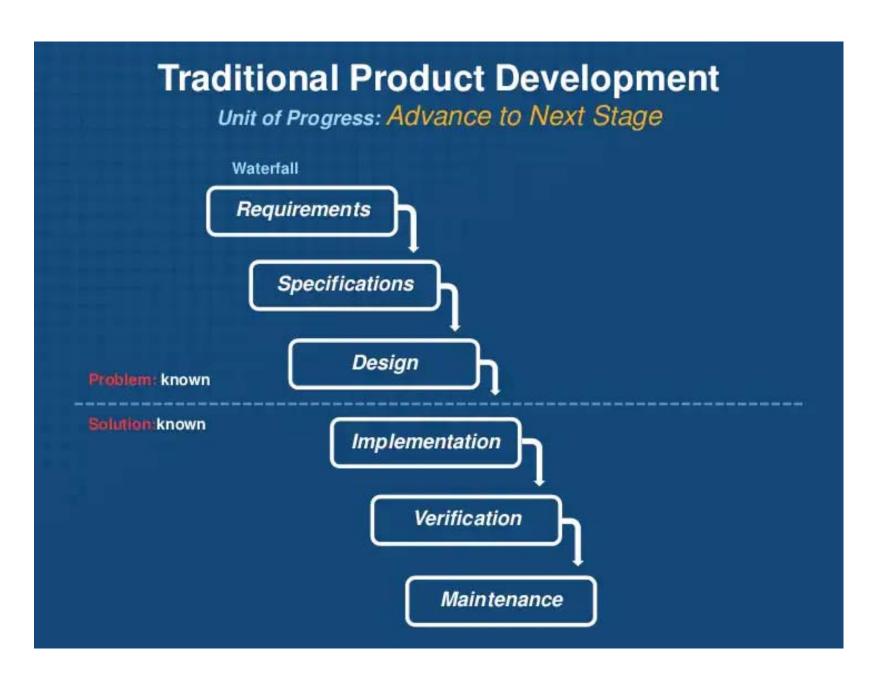
Recognize your assumptions

Test assumptions early and often

Don't spend time and money building the wrong things

How do you get into trouble?

Go off assuming that you know things that you actually don't know

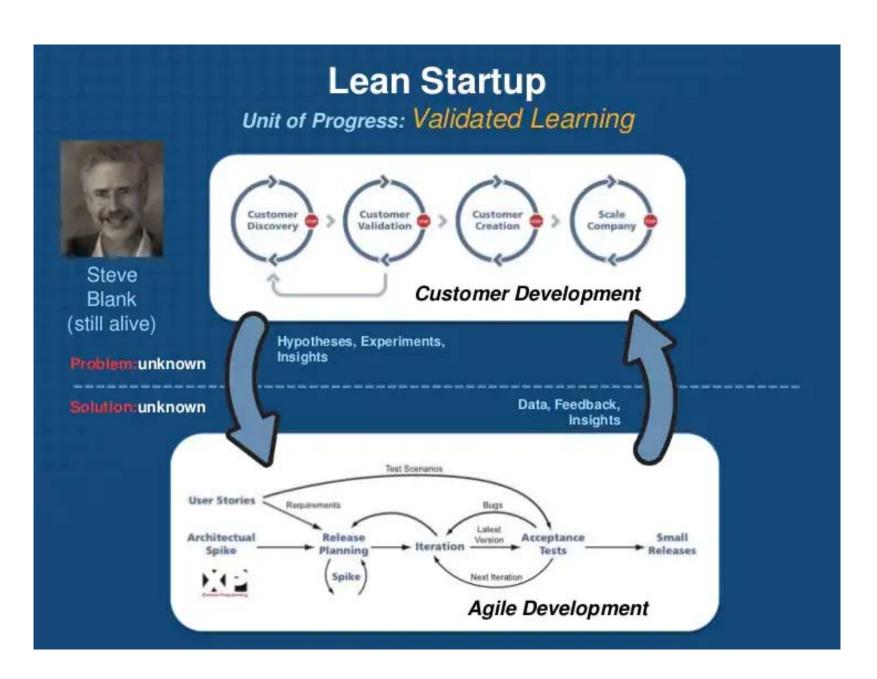


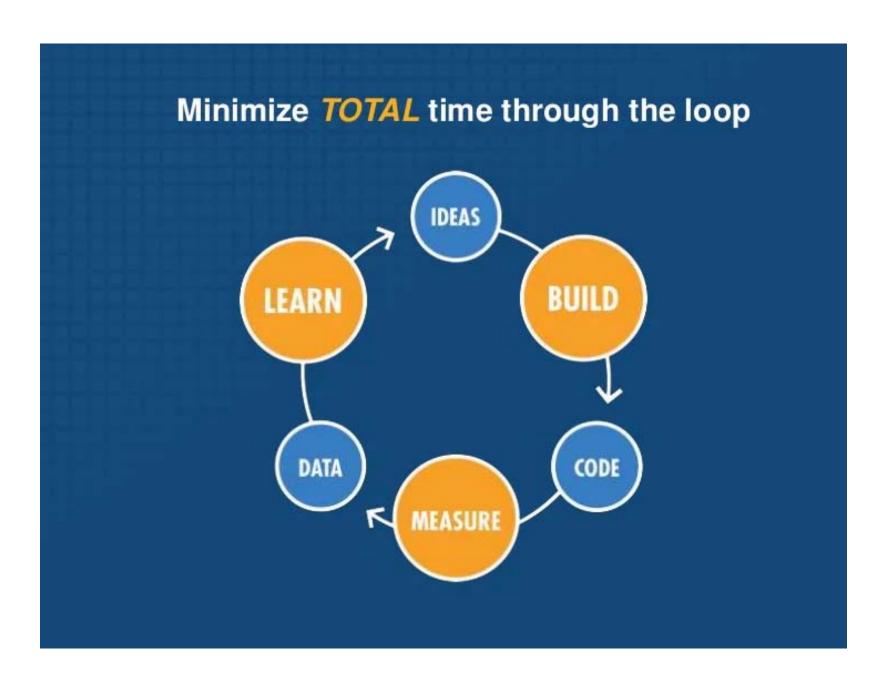
Achieving Failure

 If we're building something nobody wants, what does it matter if we accomplish it:

On time?
On budget?
With high quality?
With beautiful design?

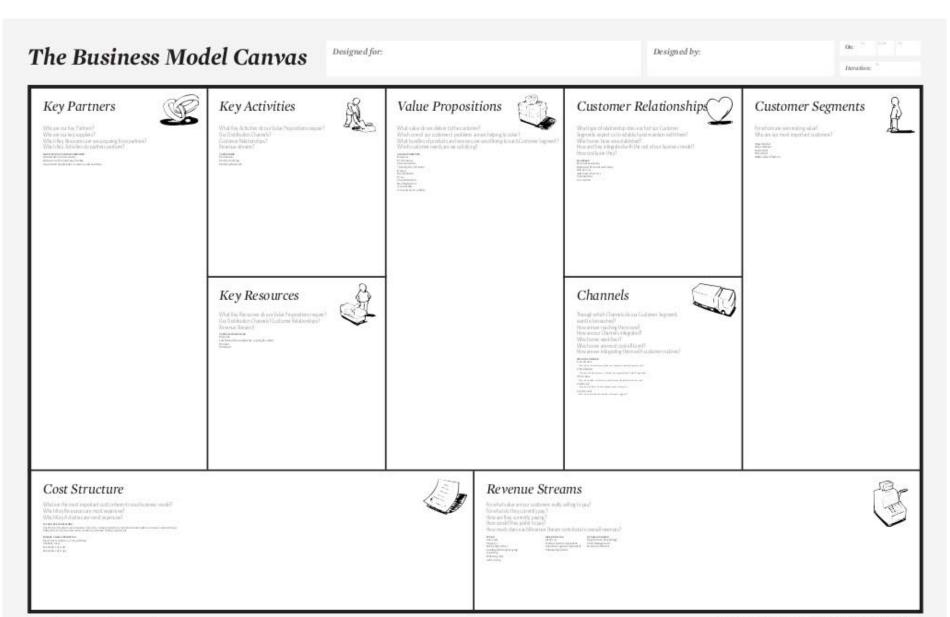
 Achieving Failure = successfully executing a bad plan



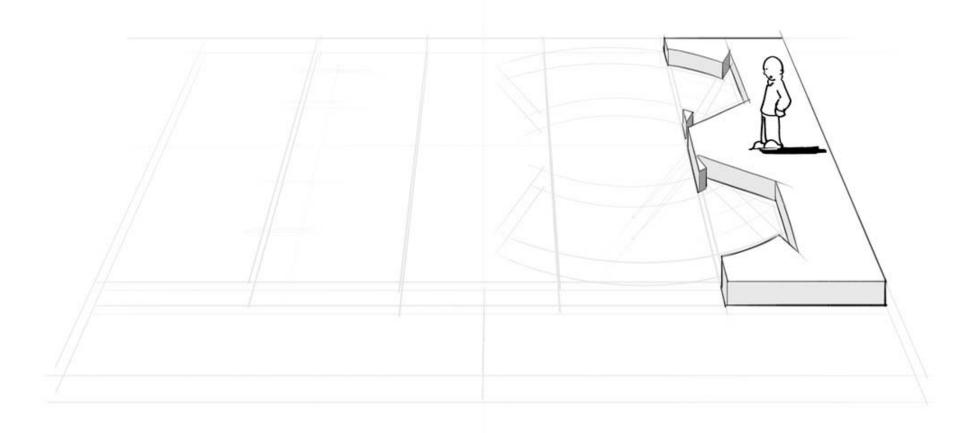


سرفصل مطالب امروز

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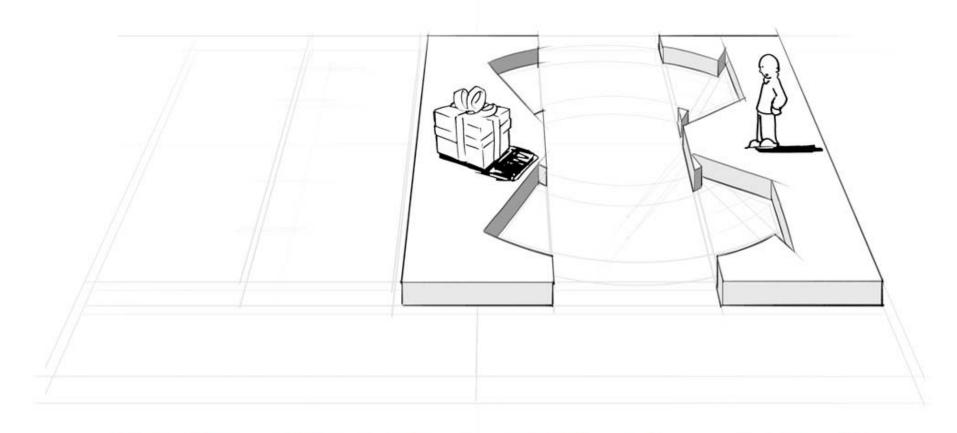


CUSTOMER SEGMENTS



For whom are we creating value? Who are our most important customers?

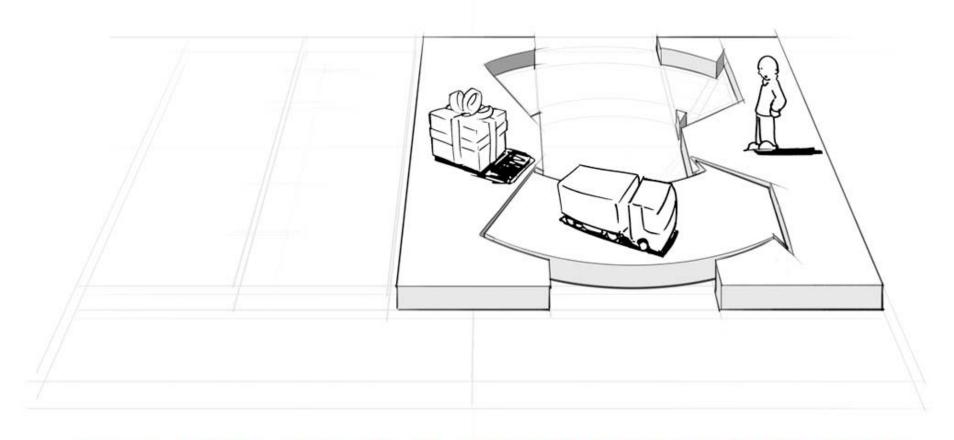
VALUE PROPOSITIONS



What value do we deliver to the customer? Which one of our customer's problems are we helping to solve? Which customer needs are we satisfying? What bundles of products and services are we offering to each Customer Segment?

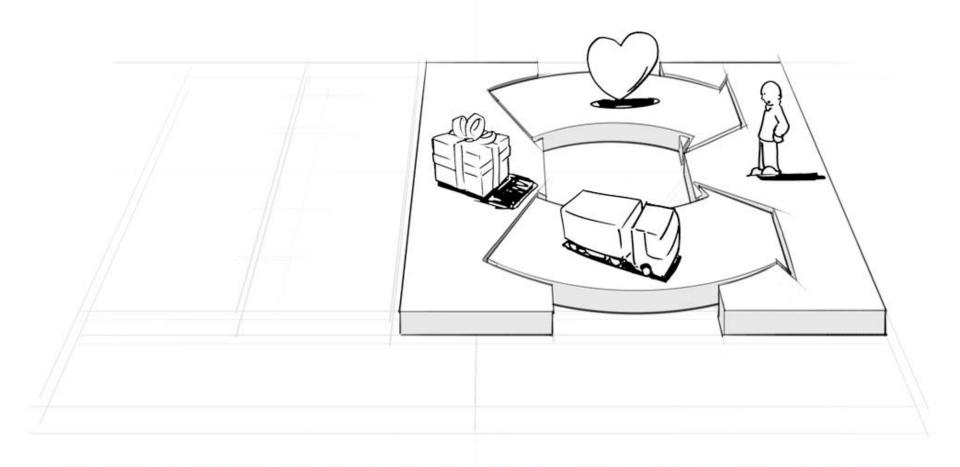
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CHANNELS



Through which Channels do our Customer Segments want to be reached? How are we reaching them now? How are our Channels integrated? Which ones work best? Which ones are most cost-efficient? How are we integrating them with customer routines?

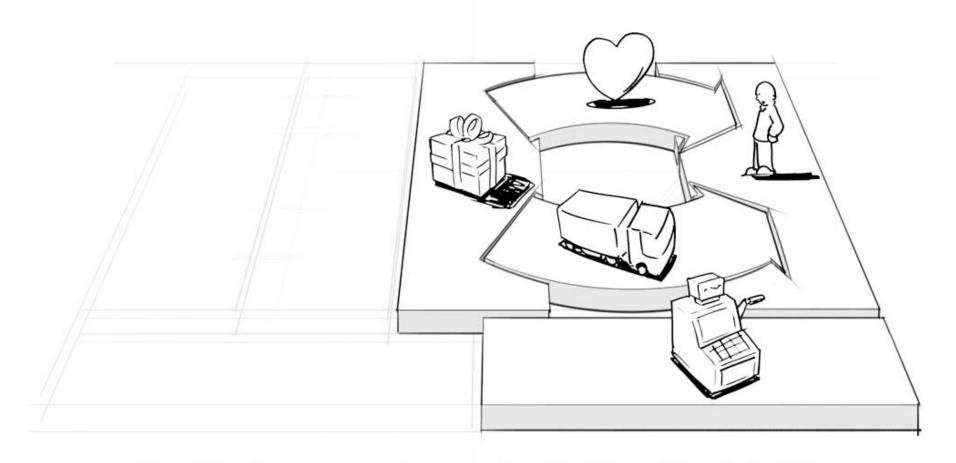
CUSTOMER RELATIONSHIPS



What type of relationship does each of our Customer Segments expect us to establish and maintain with them? Which ones have we established? How costly are they? How are they integrated with the rest of our business model?

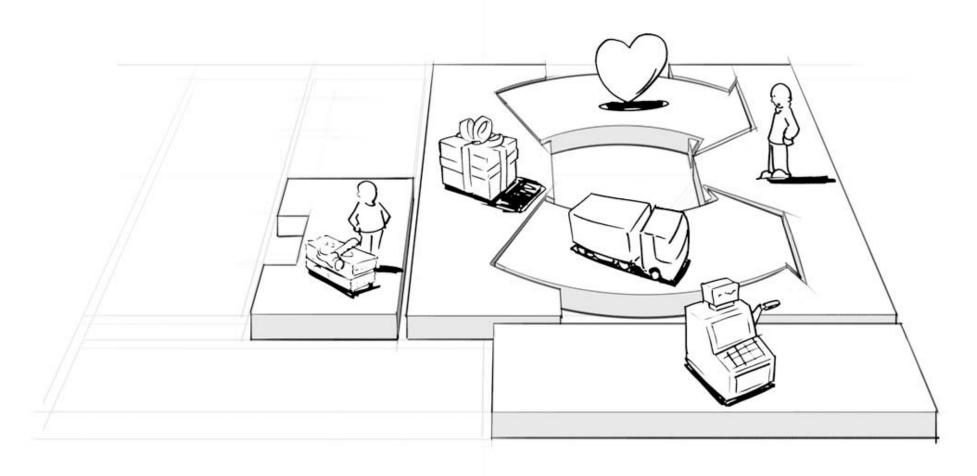
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REVENUE STREAMS



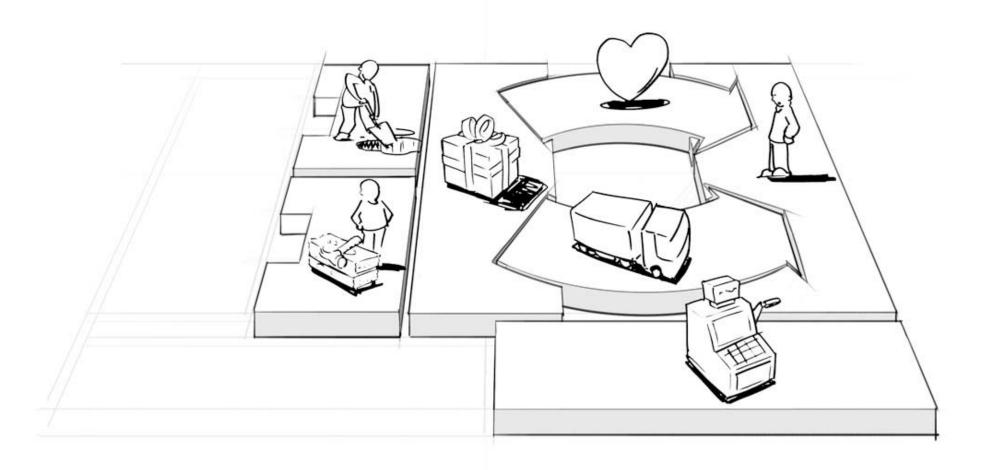
For what value are our customers really willing to pay? For what do they currently pay? How are they currently paying? How would they prefer to pay? How much does each Revenue Stream contribute to overall revenues?

KEY RESOURCES



What Key Resources do our Value Propositions require? Our Distribution Channels? Customer Relationships? Revenue Streams?

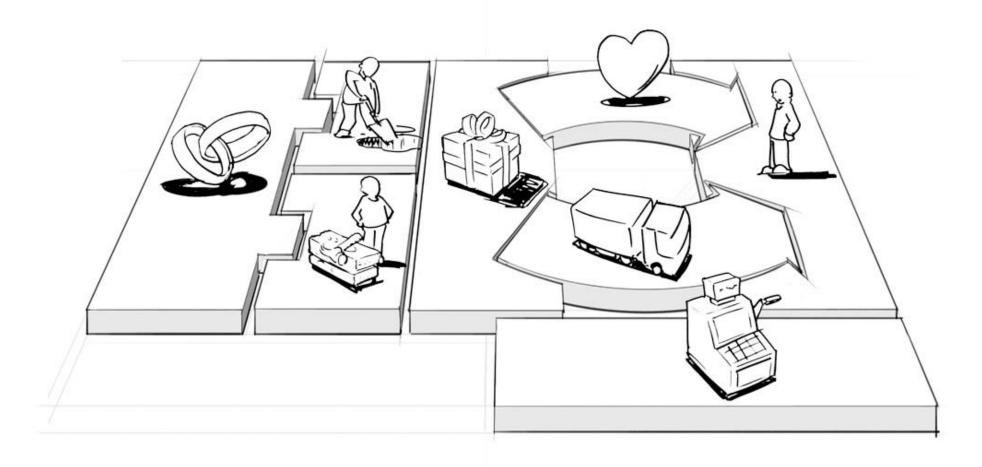
KEY ACTIVITIES



What Key Activities do our Value Propositions require? Our Distribution Channels? Customer Relationships? Revenue streams?

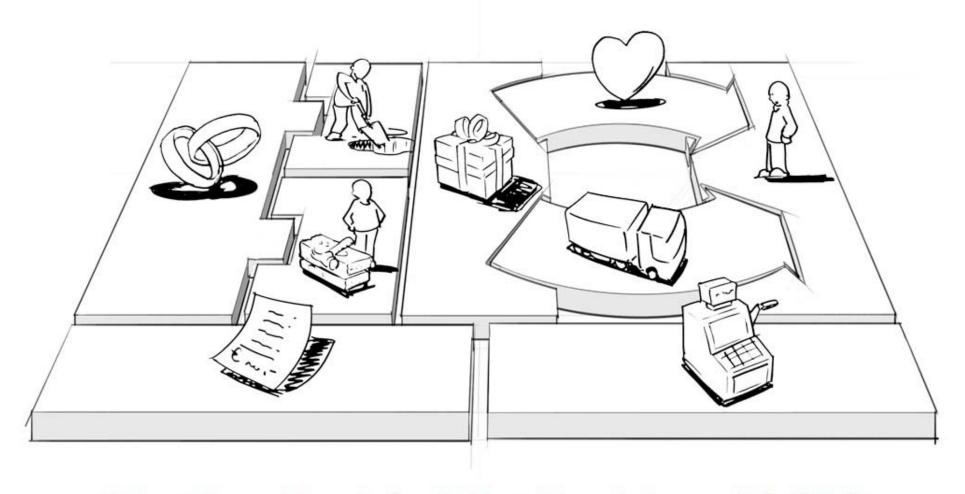
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KEY PARTNERS

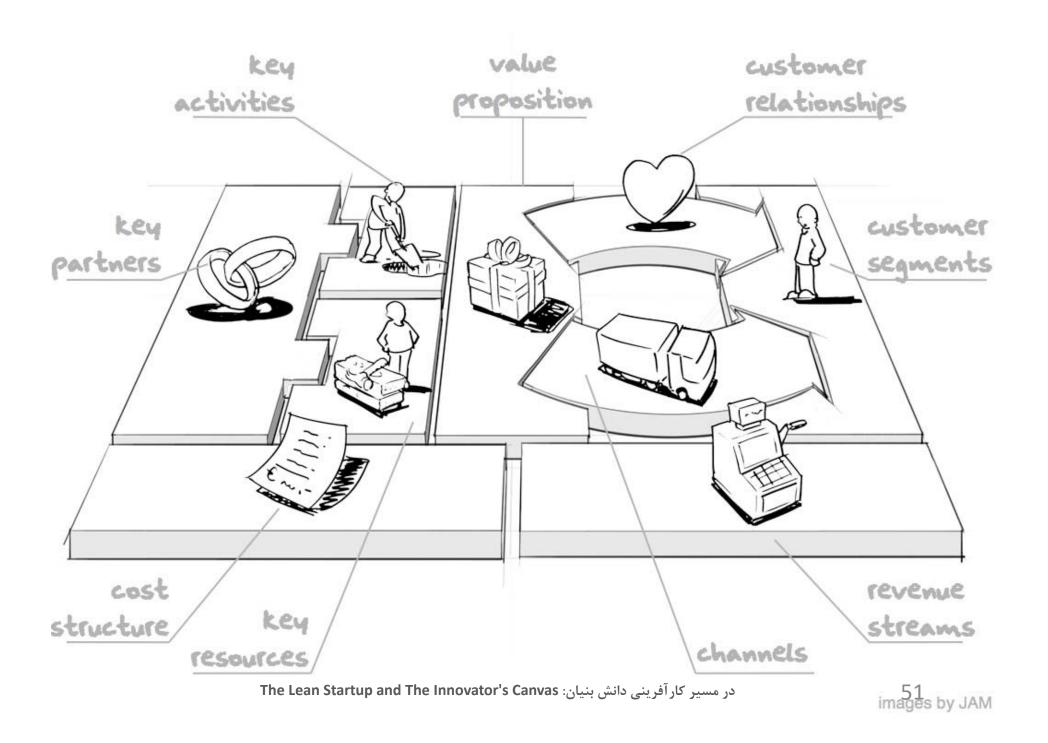


Who are our Key Partners? Who are our key suppliers? Which Key Resources are we acquiring from partners? Which Key Activities do partners perform?

COST STRUCTURE



What are the most important costs inherent in our business model? Which Key Resources are most expensive? Which Key Activities are most expensive?



سرفصل مطالب امروز

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The Innovator's Canvas

A One-Page Business Plan And The Milestone's Every Startup Must Achieve To Become A Viable Business



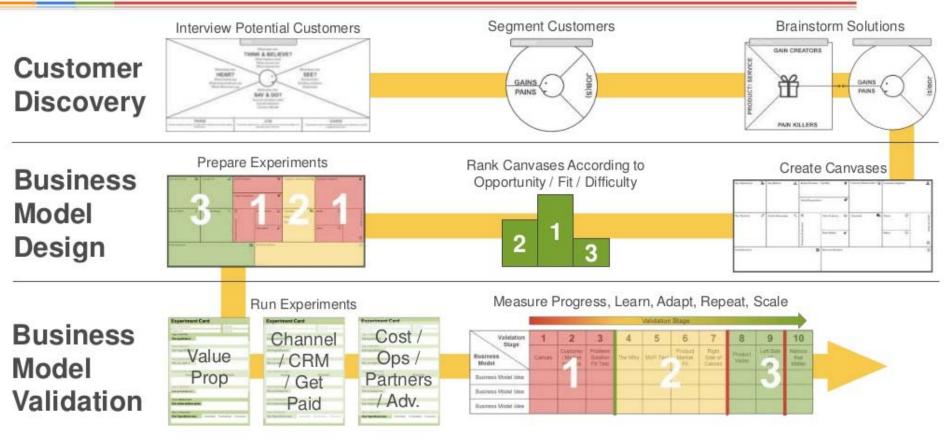
THE INNOVATOR'S CANVAS IS AN END-TO-END PROCESS FOR VALIDATING INNOVATION IDEAS

- Problem: Most New Ideas That Fail Do So Because of Market-Related Risk
 - Lack of customer interest
 - Channel conflicts of interest
 - Etc.
 - The issue is rarely about technical feasibility
- Solution: What If You Could Validate Each Idea Piece By Piece In An Inexpensive Way?
 - That's the goal of the Innovator's Canvas

KEY DIFFERENCE BETWEEN STARTUPS AND ESTABLISHED BUSINESSES: SEARCH VS EXECUTION

	STARTUPS	SUCCESSFUL BUSINESSES
	Search	Execute
	For a repeatable and scalable business model	A business model that is already proven to be repeatable and scalable
Strategy	Business Model Hypotheses	Operating Plan + Financial Forecasts
Process	Customer Development, Agile Development	Product Management, Agile or Waterfall development
Organization	Customer Development Team, Founder-driven	Functional Organization by Department
Education	Business Model Design, Customer Development, Startup Team Building, Entrepreneurial Finance, Agile Development, Marketing	Organizational Behavior, HR Management, Accounting, Modeling, Strategy, Operations, Leadership, Marketing, Manufacturing
Instructional Strategies	Experiential, Constructivist, Learner- Centered, Inquiry-Based	Case, Lecture, Small Group, Mentorship

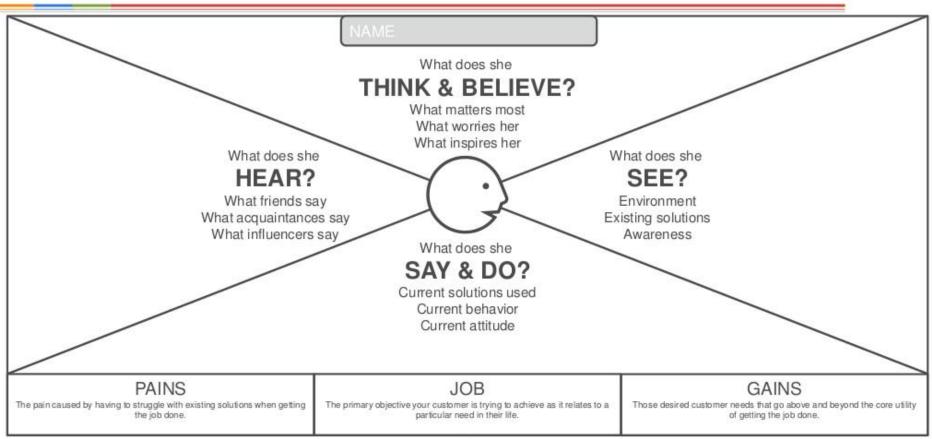
OVERALL PROCESS OF BUSINESS MODEL INNOVATION



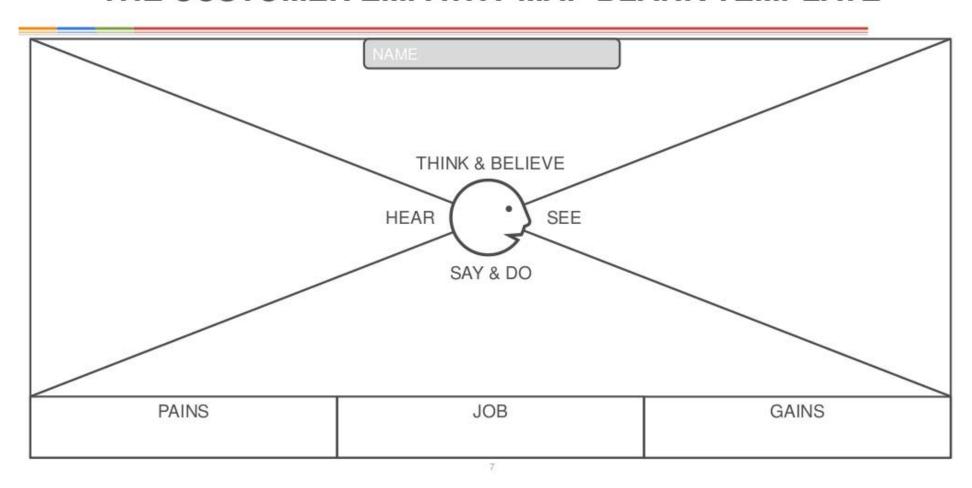
CUSTOMER DEVELOPMENT PROGRAM

- Structure: Team of 3 to 5 people
 - Product manager; engineering lead; designer or researcher
- Goal: Identify 6-8 Earlyvangelist Customers (B2B; 15-20 if B2C)
 - Customer Benefits
 - · Get a great solution to their problems
 - · Early and significant product input
 - Early access
 - Discovery Team Benefits
 - Users and Customers available for ongoing questions
 - Available for on-site visits
 - Agreement to deploy test version provide timely feedback
 - · Agreement to serve as reference, if happy with delivered product

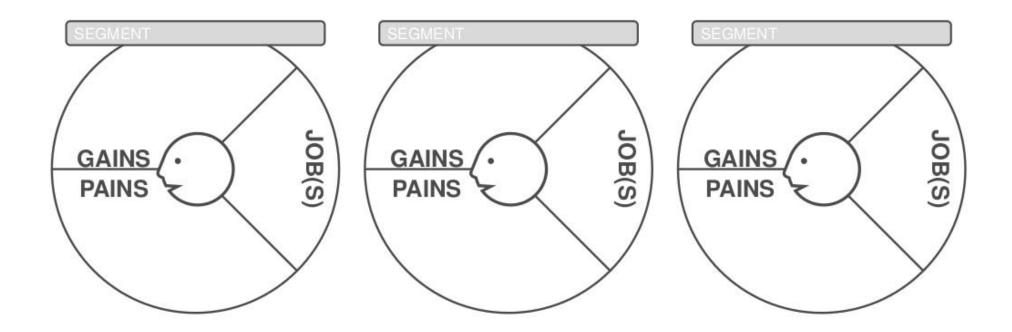
THE CUSTOMER EMPATHY MAP EXPLAINED



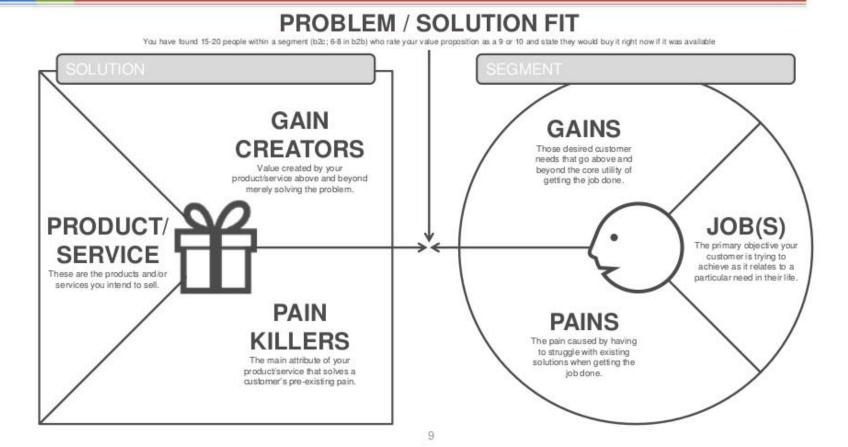
THE CUSTOMER EMPATHY MAP BLANK TEMPLATE



CUSTOMER SEGMENTS TEMPLATE



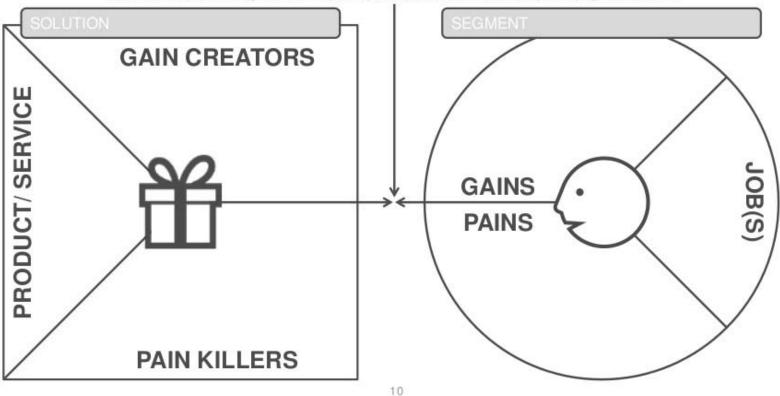
VALUE PROPOSITION DESIGN EXPLANATION



VALUE PROPOSITION DESIGN TEMPLATE

PROBLEM / SOLUTION FIT

You have found 15-20 people within a segment (b2c; 6-8 in b2b) who rate your value proposition as a 9 or 10 and state they would buy it right now if it was available

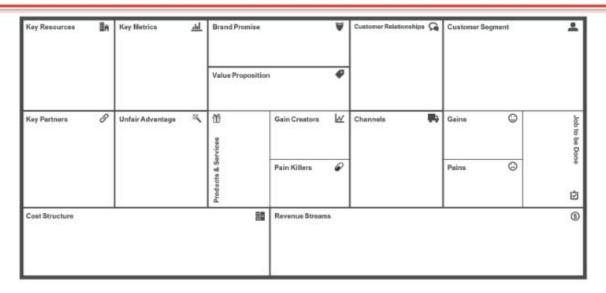


IF THE FEEDBACK IS BELOW A 9 OR 10, DON'T TRUST IT

- When Testing Customer Hypotheses:
 - On a scale of 0-10, how big of a pain is this to you?
- When Testing Solution Hypotheses
 - On a scale of 0-10, how likely are you to purchase this solution?
- Anything below a 9 or 10 isn't worth much
 - ComfortGuard would consistently score 5-8
 - Virtually no sales



THE INNOVATOR'S CANVAS



- Combines the best of the Lean Canvas with the original
- Adds "Brand Promise" as the Why behind the idea
- Created in PowerPoint, Easy to Edit, Shade, Present

Low Risk or Validated Assumption

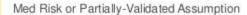
Med Risk or Partially-Validated Assumption

High Risk or Invalidated Assumption

THE INNOVATOR'S CANVAS

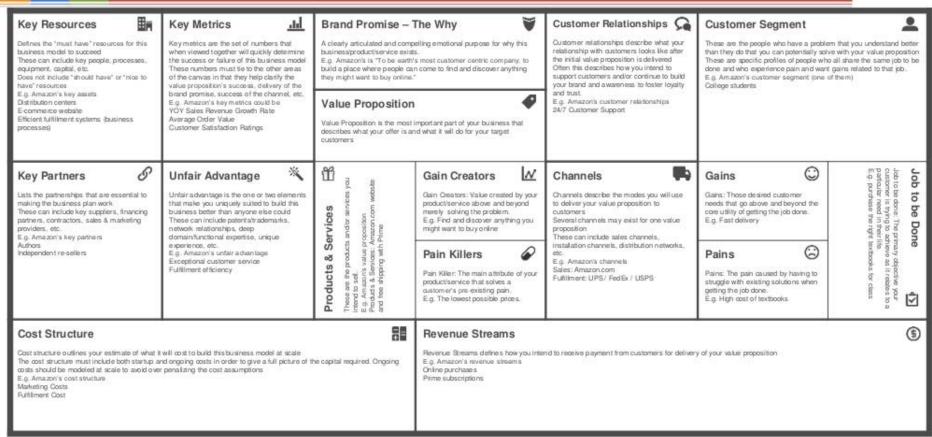
Key Resources	⊞a	Key Metrics	<u>.1.1.</u>	Brand Promise –	The Why	¥	Customer Relationships 🦕	Customer Segment	•
				Value Proposition	1	4			
Key Partners	6	Unfair Advantage	*	vices III	Gain Creators	M	Channels	Gains ©	Job to be Done ₫∑
				Products & Services	Pain Killers	•		Pains 🖨	
Cost Structure					Revenue Stream	ıs			(§)

Low Risk or Validated Assumption



High Risk or Invalidated Assumption

THE INNOVATOR'S CANVAS EXPLAINED



THE INNOVATOR'S CANVAS ORDER OF VALIDATION STEPS



- We have verified our idea solves a known customer problem and customers are willing to pay for it
- 2. We have verified a channel to reach customers for sale and delivery of solution
- 3. We have verified we can run the business profitably and sustainably

15

سرفصل مطالب امروز

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بيانديشيم

- مهمترین جنبه های تفاوت The Lean Startup با نگاه ما به یک استارت آپ، کدامند؟
 - چقدر با من موافق هستید که جای این مباحث در دانشگاههای ما خالی است؟
- بوم کسب و کار و بوم نوآفرین چه تغییراتی خواهند داشت اگر با نگاه توحیدی به نوآفرینی بنگریم؟



Backup Slides

Lean Startup Principles

Entrepreneurs are everywhere

Entrepreneurship is management

Validated Learning

Build - Measure - Learn

Innovation Accounting

What is a startup?

- A startup is a human institution designed to deliver a new product or service under conditions of extreme uncertainty.
- Nothing to do with size of company, sector of the economy, or industry

What is a startup? STARTUP EXPERIMENT

Entrepreneurship is management

- Our goal is to create an institution, not just a product
- Traditional management practices fail
 - "general management" as taught to MBAs
- Need practices and principles geared to the startup context of extreme uncertainty
- Not just for "two guys in a garage"

The Pivot

- What do successful startups have in common?
 - They started out as digital cash for PDAs, but evolved into online payments for eBay.
 - They started building BASIC interpreters, but evolved into the world's largest operating systems monopoly.
 - They were shocked to discover their online games company was actually a photo-sharing site.
- Pivot: change directions but stay grounded in what we've learned.

Speed Wins

If we can reduce the time between pivots

We can increase our odds of success

Before we run out of money

