guide made this part "communicating the model/idea" so much more effective — and I think the most valuable function of the tool. The problem with business plans for startups & entrepreneurs are that they're a waste of time, don't get me wrong a well-researched business plan is important

growth/investment). This quote from Steve Blank sums up this point in case: "Business Plan: a document investors make you write, that they don't read".

but only at the right stage of your business (usually when you're in

The key fundamental to Lean methodology is the elimination of waste — this includes time, processes, inventory and more. So as a lean startup you need a quicker way to get ideas out of your head, you

need to stay lean & avoid waste — so, it's time to introduce Lean Canvas.

Before we jump into the Lean Canvas it's important to point out that Lean Canvas has been adapted by Ash Maurya from the very popular Business Model Canvas

by Alexander Osterwalder — check out this video for more information (40+

Lean Canvas uses the same 9 blocks concept except they've been modified slightly to suit the needs/purposes/requirements of a Lean Startup. The Lean

Canvas is the perfect one-page format for brainstorming possible business

answer). **Blank Lean Canvas: Problem** Solution **Unique Value** Unfair Customer Proposition Advantage Segments

Single, clear,

message that states why you

are different and

compelling

Can't be easily

Channels

copied or bought

Top 3 problems

Top 3 features

mins).

	Key activities you measure	worth bu	ying	Path to customers	
Cost Structure			Revenue Streams		
Customer Acquisition Costs Distribution Costs Hosting People, etc.			Revenue Model Life Time Value Revenue Gross Margin		
PRODUCT			MARKET		
PF	RODUCT			MARK	ET
Lean Canvas is adapted from	RODUCT The Business Model Canvas (htt -Share Alike 3.0 Un-ported Licer		ssmodelgenera		
Lean Canvas is adapted from	The Business Model Canvas ( <u>htt</u> -Share Alike 3.0 Un-ported Licer			tion.com) and is licensed under	

The problem and Customer Segments can be viewed as intrinsically connected without a CS in mind you can't think of their problems, and visa-versa.

In the middle of the canvas is the UVP. A value proposition is a promise of value

Each customer segment (CS) you are thinking to work with will have a set of

problems that they need solving. In this box try listing the one to three high

priority problems that you CS has. Without a problem to solve, you don't have a

# 3. Unique Value Proposition

1. Problem

product/service to offer.

2. Customer Segments

4. Solution

Finding a solution to the problem is the golden egg! You're not going to get this

out there in the streets. So go interview your customer segment, ask them

learning through a continual Build — Measure — Learn cycle.

questions, and take those learnings. Remember the Lean Startup is validated

right off the first bat — it's OK, as that's what Lean is all about. What you need to

### do is Get Out The Building — a phrase coined by the godfather of Lean Startup, Steve Blanks. And what Blank's here is that the solution is not in your office, it's

Channels are ways for you to reach your CS. And remember that in the initial stages it's important not to think about scale but to focus on learning. With that in mind try to think which channels will give you enough access to your CS at the same time give you enough learning. Channels can be email, social, CPC ads, blogs, articles, trade shows, radio & TV, webinars etc. and BTW you don't have to be on all of them, just where your CS are. 6. Revenue Streams

How you price your business will depend on the type of model it is, however, it's

delays/avoids validation. Getting people to sign up for something for free is a lot

quite common for startups to lower their cost, even offer it for free to gain

traction, however, this can pose a few problems. The key being it actually

### different than asking them to pay. There is also the idea of perceived value. Further reading: Simple pricing strategies for your products or services, the lean way!

segment? How much do market research papers cost? etc. You can then use these costs and potential revenue streams to calculate a rough break-even point. 8. Key Metrics Every business, no matter what industry or size, will have some key metrics that are used to monitor performance. The best way to help with this is to visualize a funnel top down that flows from the large open top, through multiple stages to

How much will it cost to build / landing page? What is your burn rate — your

total monthly running costs? How much will it cost to interview your customer

## competitive advantage is that which cannot be copied and cannot be bought."— Jason Cohen. Unfair advantage can be insider information, a dream team, getting expert endorsements, existing customers etc. So rather than think about

**Completed Lean Canvas:** 

Problem top 3 problems Solution **Customer Segments** Unique value proposition Unfair advantage an't be easily copied or bought All cases saved in one place, with Small Businesses Become an current status and Web-based Help Support cases get (REALLY Need a authority on history. Desk software. lost or forgotten support niche. Help your about. Blog? Add/remove customers in record time. agents to case via web interface Shared inbox Help desk Support cases are Autotask, Zendesk, fields. Keyboard software that's hard to share and Assistly, Support shortcuts. easier than email delegate. Bee, Help Scout, etc Optimize speed Happy agents make happy Channels **Key metrics** - Open source customers. ticketing systems Help desk software is SEO (competitive) Tickets created + Sales Website complicated and Primary User: per day Help Desk Agent These UVPs are bad. Service Blog for Are these really top Need to get a better THIS vertical Secondary User: customer problems? handle on what really Tickets updated Customer's Doubt it. Need to test matters to customers. per day

Add-on for

existing product?

**Revenue Streams** 

Early Adopters:

Some vertical that

big time.

**Cost Structure** 

**The Lean Canvas** As a business entrepreneur, it's your duty to get ideas out from your head onto paper so that others can see and help build the problem solution. Traditional business plans are not relevant in the ideation stage, they take too much time

During the ideation stage try to stay lean, use the Lean Canvas to get your ideas

down and use lean principles to test your hypothesis by getting out the building.

It is my wish that this introduction to Lean Canvas has helped spark an idea, or given some inspiration to startup. I have linked to all sources — I follow these

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Funnels For Good — We Build The Funnels For You, Increase Sales & Do Some Good.

I'd like to close off by thanking Ash Maurya for his excellent thinking behind

As always, to your success.

Jun 16, 2016

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models, the blocks guide you through logical steps starting with your customer problems right through to your unfair advantage (often the hardest block to

Target customers

to be delivered. It's the primary reason a prospect should buy from you. A way to get your head around this is to think why are you different and why should your CS buy/invest time in you — further reading: <u>Useful Value Proposition Examples</u> (and How to Create a Good One)

5. Channels

## 7. Cost Structure Here you should list all the operational costs for taking this business to market.

the narrow end. A good model to help with this is Dave McClure's ARRRR (aka Pirate Metrics) — further reading: <u>Startup Metrics for Pirates</u> 9. Unfair Advantage This is the most difficult to block to answer. However, do try to think about this as having an unfair advantage can help when it comes seeking partners & investors. Here is a great\_definition\_of\_unfair\_advantage: "The only real

The Business Model Canvas Keylime Help Desk

adding something like "commitment and passion" as an unfair advantage

(because it is not), think about what you have that no one else can buy.

not addressed by 30-day Free Trial Hosting + Billing most help desk People Costs: \$0 Break Even: 45 Gateway Costs: Usability Testing: \$800 @ \$24.95/month software (\$40 x 20 people) \$304/month per company Ash Maurya's lean canvas adaptation of the original google draw template by scrumology.net based on the work of Alexander Ostenwalder . lucas Rodriguez Cervera Validable [image source: <u>StartitUp</u>] The idea here is to spend around 15–20 minutes to get that idea down on to paper. Some people prefer to project the PDF onto a wall and use sticky notes to add their ideas into the boxes. But I've become so used to Lean Canvas that I sketch my business model ideas directly into my notebook. Now that you have your first Lean Canvas, the key is to test. Ash encourages you to try as many iterations of the first canvas as possible and to test each one after which a winning business model will emerge. Sounds like hard work? Well yes, it is. But going through this process will save you time, energy and money. Think about it: the worst possible outcome for any entrepreneur is to build something that no one wants!!

# and are usually created without any validated learning. Business plans are more suited to once you have a business running and are looking to scale.

blogs and I recommend you do too. If this post has got your Lean on I'd welcome comments below 🖱

Lean principles and I would highly recommend you visit his LeanStack blog and buy his Running Lean & Lean Analytics books — both excellent resources.

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