Christophe Achouiantz

Partner at Crisp, Product Transformation Coach

crisp.

christophe.achouiantz@crisp.se
+46 72 999 01 10
@ChrisAch

Blog
https://blog.crisp.se/author/christopheachouiantz

Product Transformation Coach

Lean/Agile Transformation Coach

Top Skills
- Transformation to Product model
- Trainings: Product Model, Servant Leadership, Empowered Teams, Product Ownership, High-Performing Teams, Agile Mindset, Scrum, Kanban
- Facilitation, coaching, mentoring

Languages
- Swedish
- English
- French (Native)
- Spanish (Elementary)

Honors-Awards
Lean Kanban University's Brickell Key Award 2016

Main Publications
The Kanban Kick-start Field Guide

About

As a Product Transformation Coach, I empower organizations to thrive in a VUCA world. My mission is to help businesses stay relevant by focusing on outcomes, fostering co-creation, and leveraging the power of small, empowered teams.

With over 15 years of experience, I've guided diverse organizations—from startups to some of Sweden's largest private companies—in their journey towards business agility and empowered teams. My approach combines deep expertise in product management, Lean and Agile with a passion for inspiring and engaging people at all levels of the organization.

Key areas of impact:

- Transforming organizations to the product model

- Cultivating consumer-focused, empowered, and innovative product teams

- Enabling Business Agility

- Implementing Lean/Agile mindsets, principles, and practices

Notable achievements:

- Led Sandvik Group IT's transformation to the product model (2021-2024)

- Helped design and roll-out Telenor Sweden's agile transformation (2018-2020)

- Spearheaded a Lean transformation at Sandvik IT (2014-2016)

- Recipient of the Lean Kanban University's Brickel Key Award 2016

Let's connect to explore how we can transform your organization for sustained success in today's dynamic business landscape!

TELE2 telenor SANDVIK

Christophe Achouiantz

Product Transformation
Coach

Lean/Agile
Transformation Coach

Engagements

Sandvik Group IT

April 2021 –
Product Transformation Coach
Spearheaded the transformation of Sandvik Group IT to a product-centric model, enabling the organization to become a catalyst for Sandvik's digital shift by enhancing Customer Focus, Empowerment, and Innovation.

Key Contributions:
- Engaged senior leadership to establish prerequisites for the product model transformation, creating a compelling vision and strategic roadmap.
- Designed and implemented a comprehensive Product Area design and kick-off process for 50+ teams, aligning with Group IT's unique challenges and expectations.
- Advised on the introduction of the OKR framework to strengthen strategic alignment and execution across the organization.
- Contributed to adapting IT governance to foster innovation while maintaining necessary controls.
- Established organization-wide cadence and synchronization events to improve transparency and collaboration.
- Developed and delivered tailored training programs on servant leadership, empowerment mindset, and product management.
- Coached internal coaches to ensure sustainable transformation.
- Supported the setup of communities of practice in service ownership, leadership, and agile methodologies.
- Co-creator of Sandvik's Agile Playbook.

This transformation initiative has positioned Sandvik Group IT to better support the company's digital ambitions, fostering a culture of customer-centricity, empowered teams, and continuous innovation.

Tele2 Sweden

Senior Agile Coach and Team Lead
Maj 2020 – March 2021
Advancing Tele2's agile transformation and fostering cross-functional collaboration across the organization.

Key Responsibilities and Achievements:
- Led a team of 8 agile coaches, providing guidance and mentorship to enhance their effectiveness and impact.
- Evolved and scaled the Big Room Planning concept for B2C departments and Tele2 as a whole, improving alignment and coordination across the organization.
- Collaborated closely with the head of LACE to bridge silos within IT, between IT and Tech, and ultimately between IT/Tech and product/brand teams.
- Designed and delivered targeted training programs, with a focus on upskilling Product Owners.
- Contributed to the rollout of new ways of working for Tele2's large-scale IT modernization program, ensuring agile principles were embedded throughout.

- Spearheaded the design of a unified 'future' way of working, creating a cohesive vision for agile practices across Tele2.

Telenor Sweden
Agile Coach and Transformation Change Agent
April 2017 – April 2020
Supporting Telenor Sweden in its agile transformation with the goal to increase business agility and deliver more value, faster in a fast moving, hyper competitive market. This includes **re-designing the organization around value streams** of insourced autonomous teams, having a product mindset with clear missions. The design is very much inspired by **Spotify** with inspiration from SAFe.

- Design, initial setup, facilitation and development of Telenor's Planning Season. The Planning Season is a series of events every 10th week that ensure an organization-wide alignment and the breaking-down of silos to transition to a networked organization. It starts by setting company OKRs, translating them for all tribes, engaging all product managers in a pre-planning exercise, engaging all teams in a big room planning and finally summarizing it all in post-planning event. The vision is for the planning to become more continuous, needing fewer major events.
- Onboard departments, or new tribes in the Planning Season.
- Setup of an Agile Center of Excellence (ACE).
- Setup and facilitation of the weekly cross-tribe forum, to support the tribe leaders and senior management in handling current risks, issues and opportunities.
- Support senior-management (CxOs) in better understanding how to spread the agile mindset to other parts of the Telenor Sweden organization, rethinking the organization to be organized around value streams of insourced autonomous teams, having a product mindset with clear missions.
- Design lean/agile tools (team and leadership health-checks, agile adoption survey, tribe specific workshops, Toyota Kata, etc.), inform, train and support the tribes in their usage.
- Design and delivery of trainings: agile mindset, agile leadership, Product owner and Agile Team lead, Train the Trainer courses.
- Support the Tribes' setup, launch and continuous improvement process. Includes design, facilitation and development of the Tribe Kick-start series of workshops (Tribe leadership, Squad-Trios, Chapters, Squads).

Tribe coach for the Digital Front-End tribe (60 persons), and - for a shorter time - the Fixed-Mobile Convergence tribe (150 persons).
- Coaching, mentoring tribe leaders (Tribe leads, leaders / managers, product owners, scrum masters / agile team leads, technical leads, architects) with the goal to increase tribe performance.
- This includes designing and hosting workshops, trainings, facilitation, and supporting the squads' effort.

Betterify AB
Lean/Agile Coach and Consultant
August 2017 – Present
Founder and principal consultant at Betterify.

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Aim 4 Knowledge AB
Product Manager and Instructor
January 2017 – July 2017 (7 months)
Create and deliver Lean/Agile education and training, focusing on Lean Startup & UX, Lean for software/system development, DevOps, Kanban, Agile development.

Sandvik IT
Lean Transformation Lead
December 2014 – December 2016 (2 years 1 month)
Install an operational strategy of flow efficiency (Lean) at Sandvik IT Global Shared Services. The goal is to increase agility and stability of IT services. This requires installing a culture of continuous improvements at all levels of the organization, from senior management, functions and team managers to development/operation teams. The work is about initiating improvement initiatives to improve customer services or internal processes, coaching managers and teams, teaching and mentoring the use of Lean and agile methods, techniques and tools. Strong focus on using the Kanban method for knowledge work and the Toyota Kata to understand the current condition and drive improvements.

Lean/Agile Coach (Consultant)
November 2010 – November 2014 (4 years 1 month)
Install a culture of continuous improvement within development teams, coordination teams and management teams (more than 60 teams). This includes helping teams to get clarity in their work (clarity of purpose, execution and policies) and to make them use this knowledge to improve. The tools used are the Kanban method for knowledge work and the Toyota Kata.

Skills used are:
- Workshop setup and facilitation (Kanban implementation, requirements gathering, project planning)
- Coaching and Mentoring (teams and individuals)
- Educating (about Lean, Kanban, requirements gathering, project planning)
- Meeting facilitation (vision/goal, planning, retrospectives, open spaces)
- Development of models and methods to introduce and sustain a lean framework
- Speaker (conferences)

Sogeti
Lean/Agile Coach
October 2010 - November 2014 (4 years 2 months)
Help software development companies/departments to timely deliver the right thing, at the right quality and the right cost. In doing so, discovering new ways to improve continuously.
Clients: Sandvik IT, ABB, Landstinget Dalarna, Transportstyrelsen, Trafikverket, Linköping University

Avega AB
Lean/Agile Coach
February 2007 - October 2010 (3 years 9 months)
Worked in large and small companies both from the private and public sectors.
Clients: Ericsson, NetWise, PPM (Premiepensionsmyndigheten), Pensionsmyndigheten, EKN (Exportkreditnänmd), Svenska Spel, Nordea

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Lokomo Systems AB
Co-Founder & Development Manager
January 2000 - January 2007 (7 years 1 month)
Co-founder of Lokomo Systems AB. A software company producing carrier-class products for the management of datacenters and large data sets. Typical customers are Internet operators and datacenters.

- Setting up and creation of Lokomo in 2000 together with 2 former colleagues, two American scientists from the university of Tennessee/Knoxville and a Swedish IT pioneer.
- Contact with potential investors, clients and partners.
- Business development, product development and technical direction.
- Management of a development team for in-house and consultancy projects (up
- to 10 persons).
- On consultancy project, worked with pre-studies, requirements specification, architecture design, tests specification, integration, migrations and delivery of solutions. Also, performed education and training of personnel.

Ellemtel Utvecklings AB
Junior Researcher
1998 - 1999 (2 years)
R&D company jointly owned by Ericsson AB and Telia AB.
Research on high-speed networking (Scandinavian Gigabit Network: IPv6, ATM) and content replication in the Internet.

Education
- Ecole Supérieure d'Ingénieurs de Luminy **Master, Computer Science** · (Sep 1994 - June 1997)
- Uppsala University - Department of Computer Sciences · (1995 - 1996)
- Ecole de Provence, Marseille· (1987 - 1992)