

# The Mechanics of Scaling



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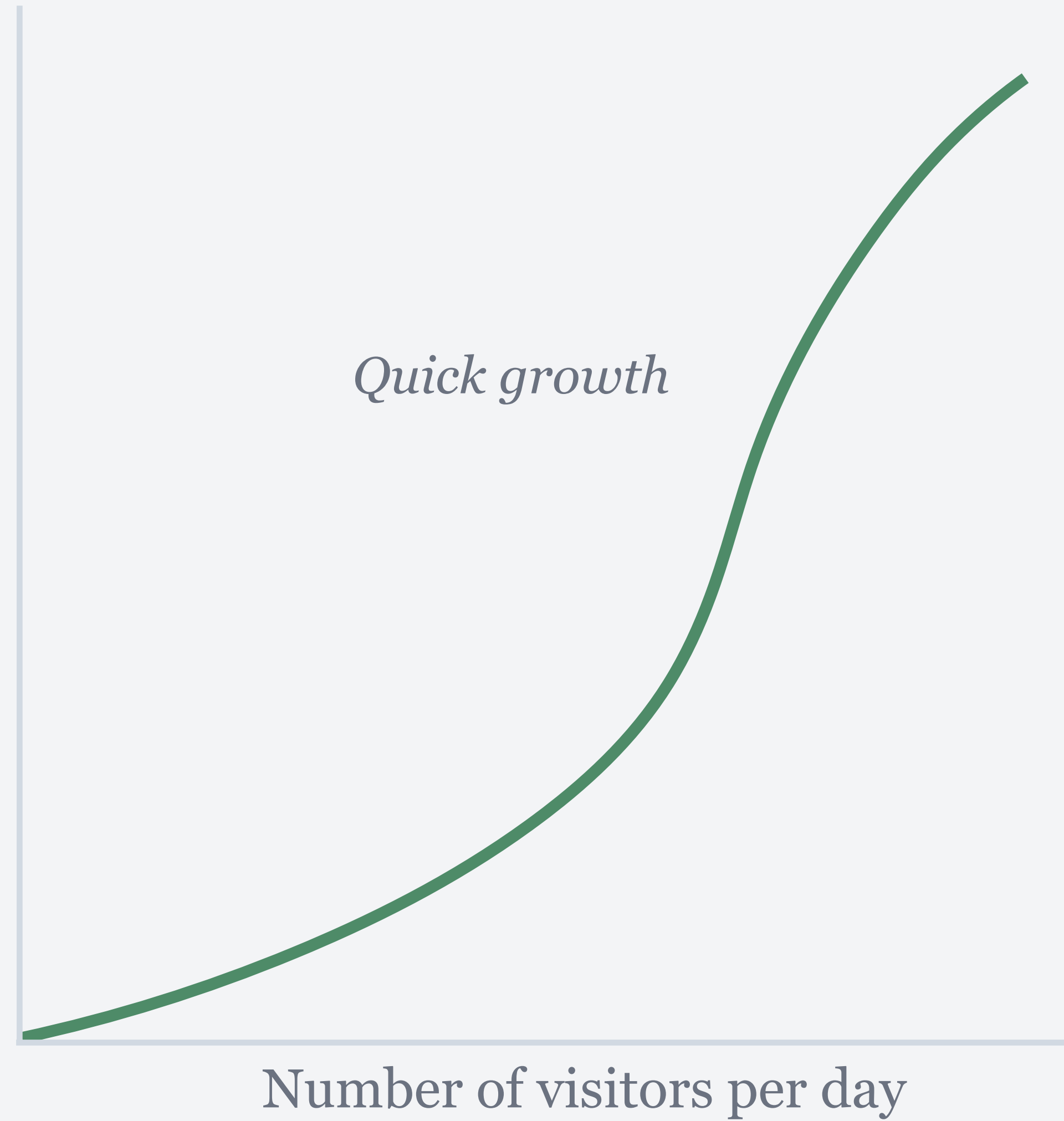
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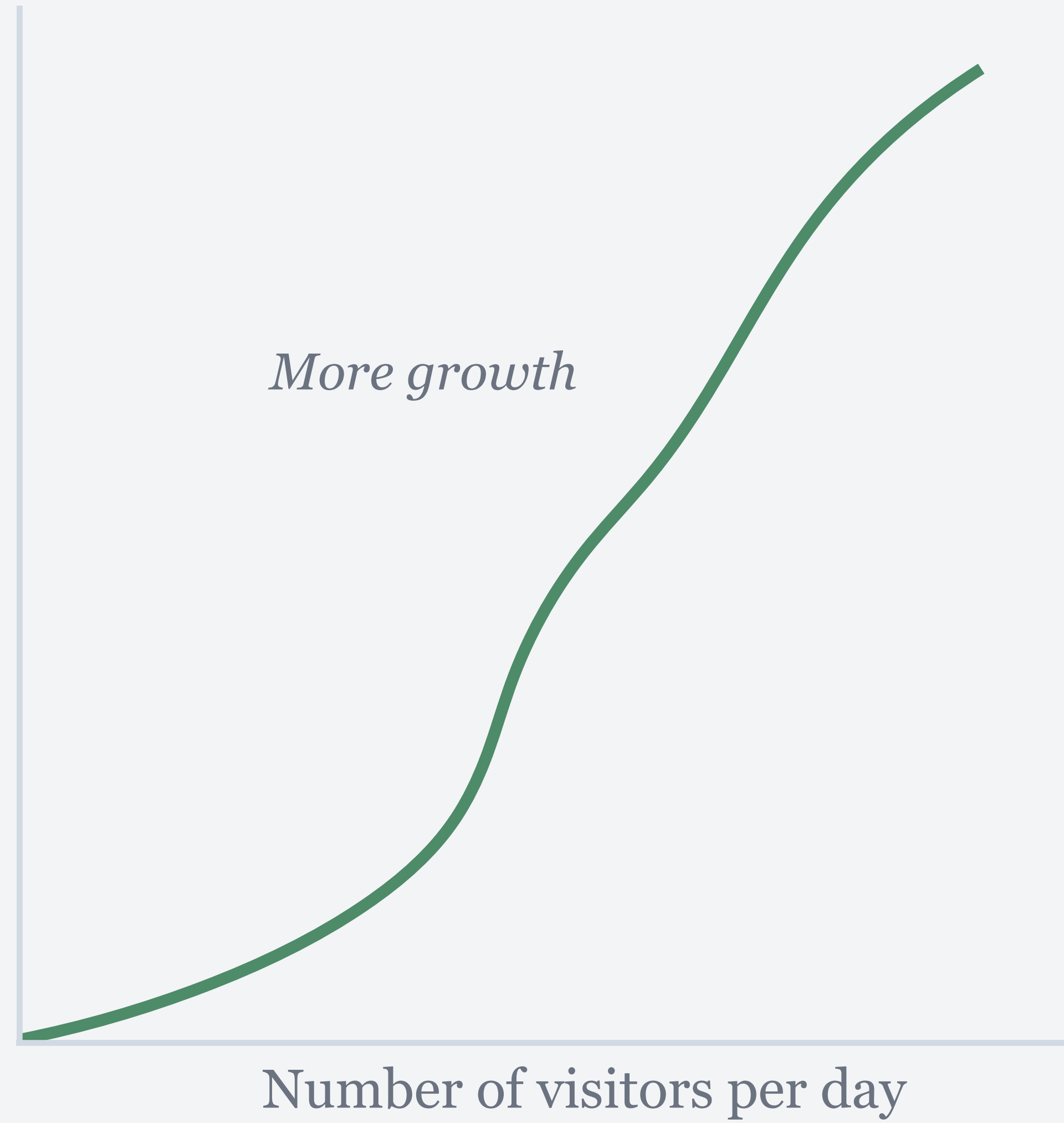
# Systems Thinking

Systems with similar structures  
produce similar behaviours

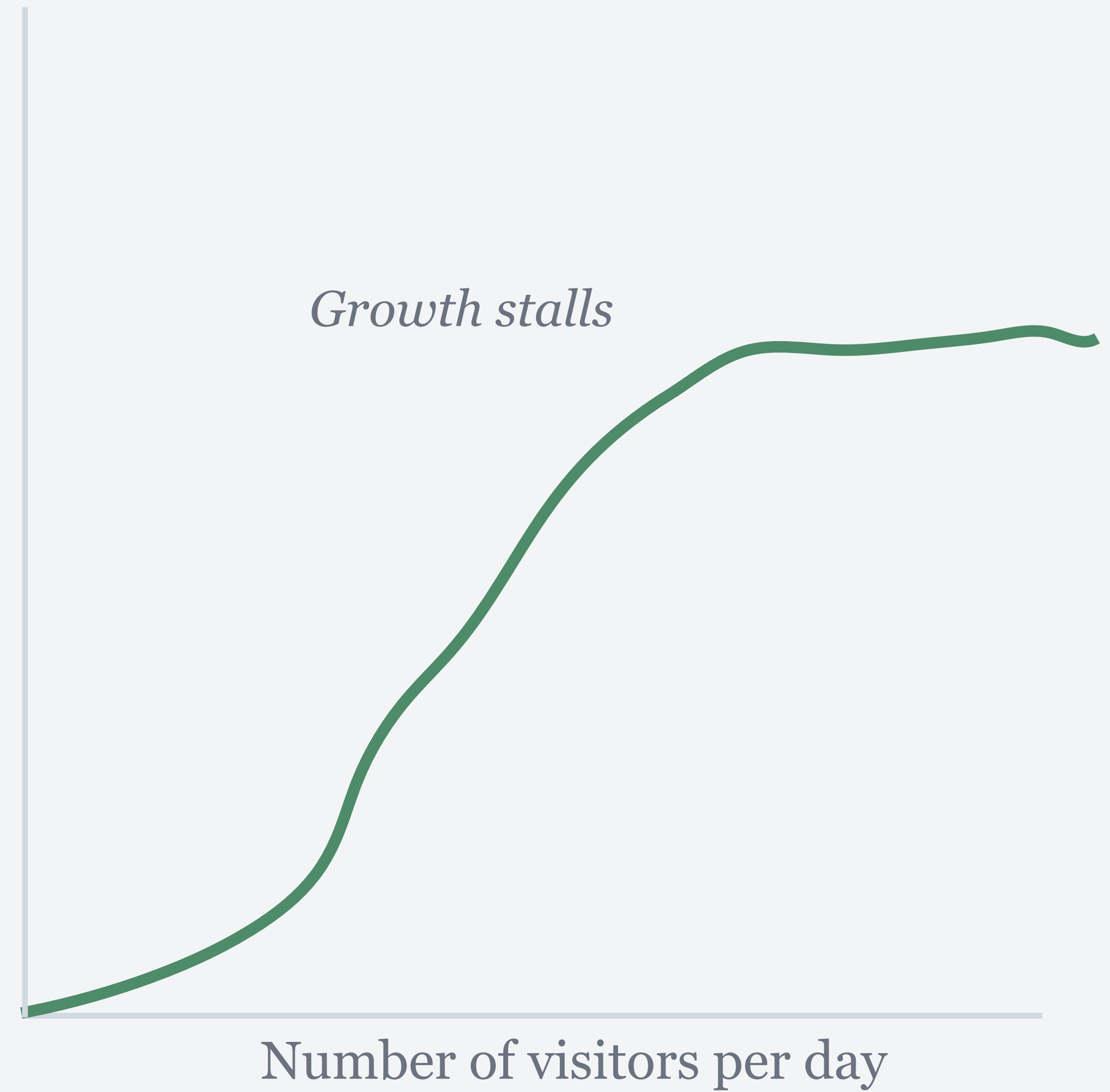
# A park opens...



# More rides added...



# Arcade added...



Better ads?

More promotions?

Even more attractions?





600 m

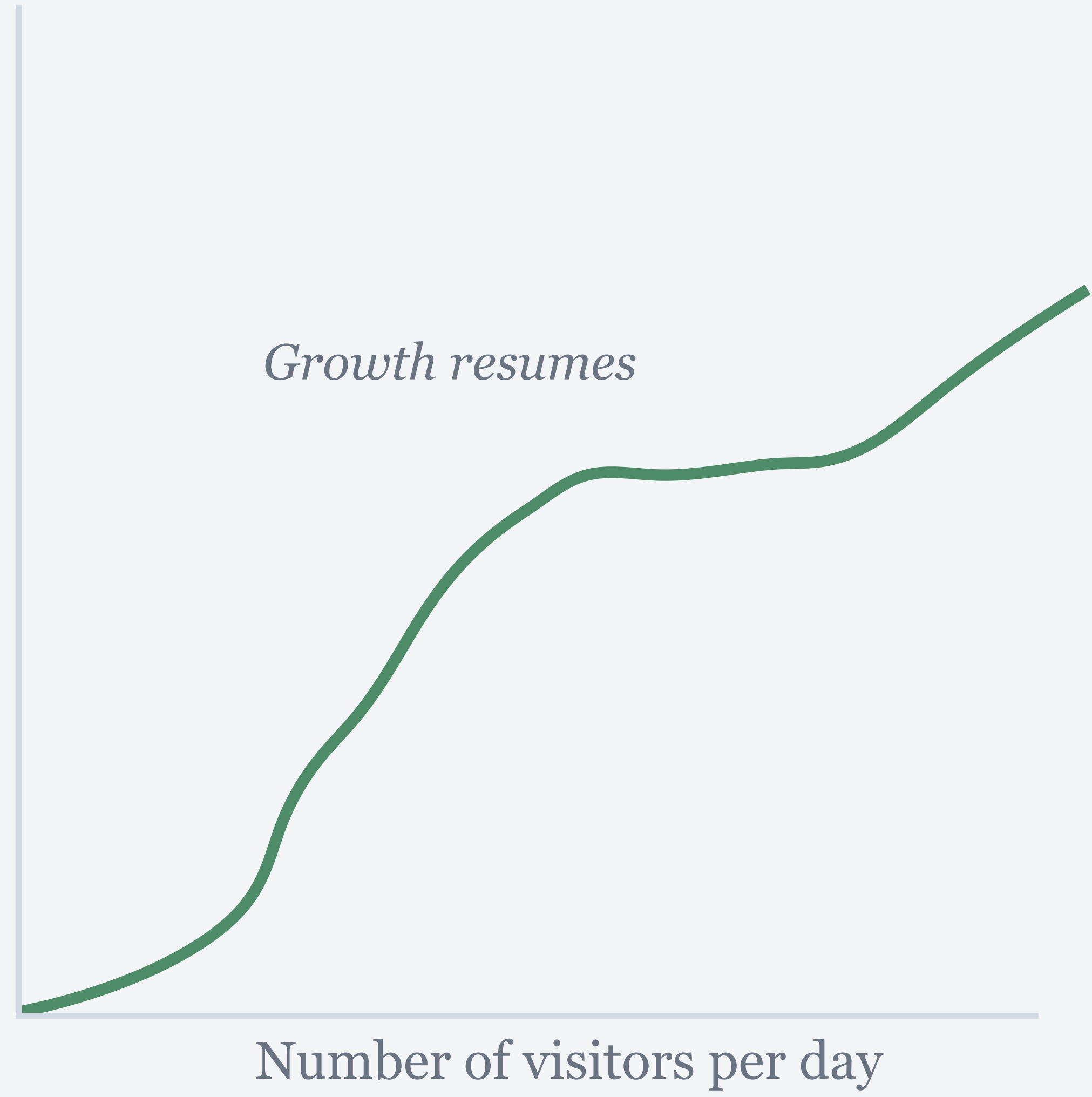




The challenge is not creating demand.

It's handling it.

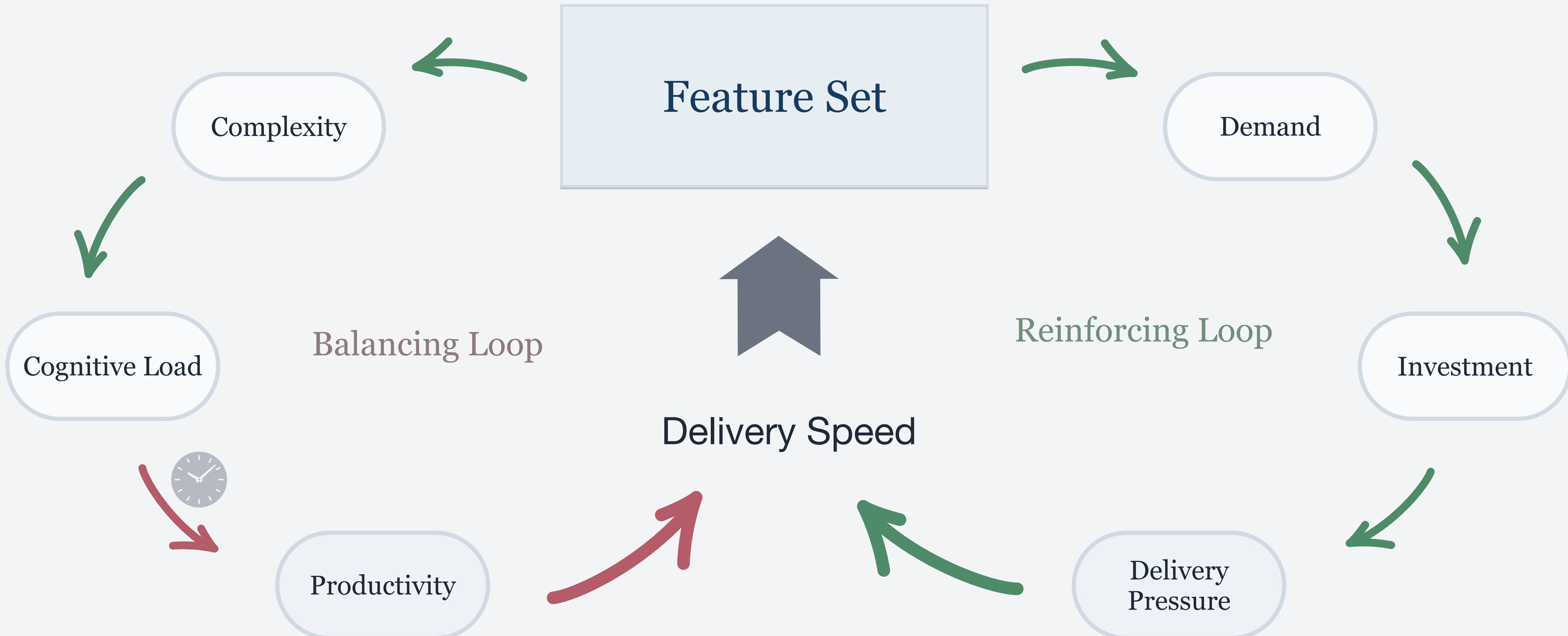
# Bus service added...



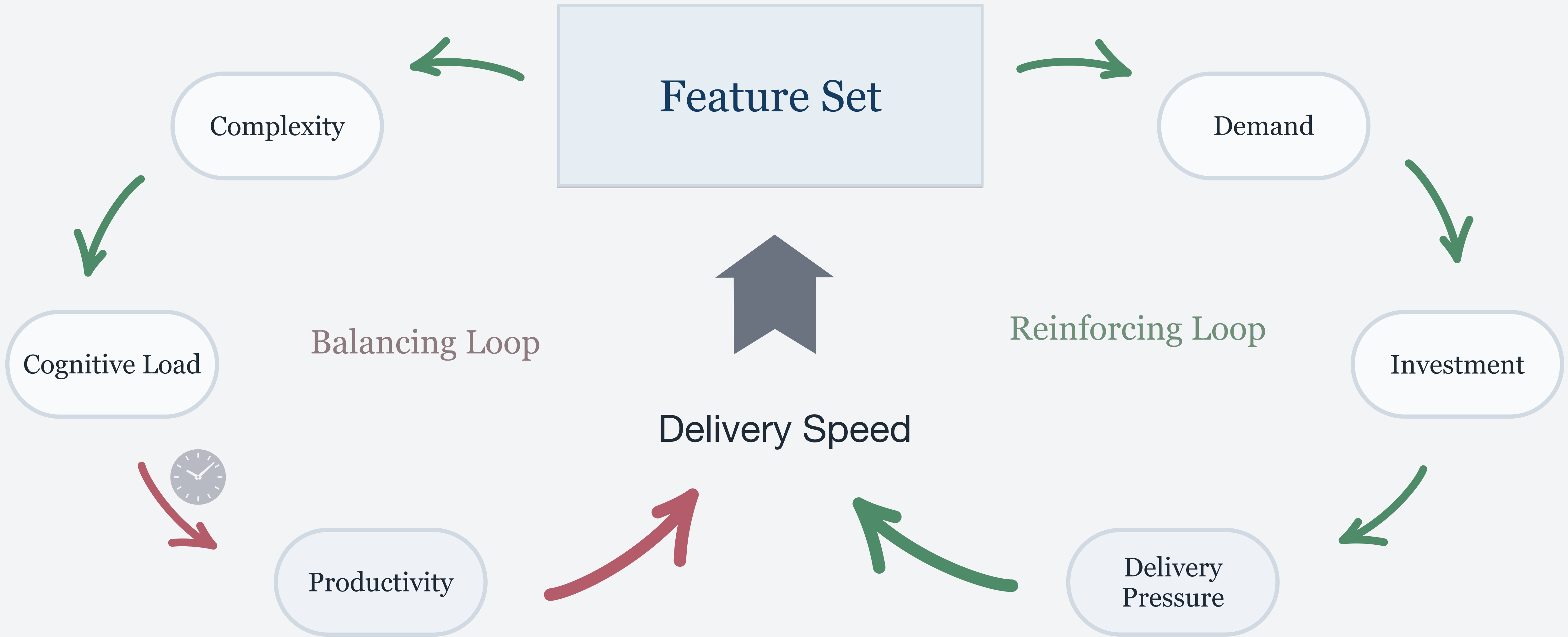
# Limits to Growth

Growth creates conditions that limit further growth

# Growth is never isolated



# Growth is never isolated



The leverage is  
in redesigning the system around the constraint



How do you tame complexity?

# Make the things that fit in your head the important ones

Clean abstractions

Clear dependencies

Shared language

Strong conventions

# Protect your team's ability to reason about the system

Appropriate domain size

Reliable documentation

Stable ownership

Clear boundaries

# Don't normalise accumulated complexity

Acknowledge when it's hard

Celebrate work that reduces complexity

Create space for system improvements

Continued success  
means constantly unlocking  
new limits to growth

How do you navigate  
other limits to growth?

Constraints are scaling alongside your product.

Watch for where the pressure is building.

Team burnout

Dependencies

Knowledge silos

Coordination load

Things will look fine... right until they don't.

Watch for increasing strain behind stable KPIs.

The best time to respond to a limit is  
before it becomes a crisis.

Set clear thresholds. Act the moment they're crossed.

Error budgets

Recovery time  $> X$

Change failure rate  $> X$

If performance drops without a clear reason,  
you have likely hit a limit.

Stop accelerating.

Find the constraint.

Redesign the system.