Lessons Learned Procedure

OVERVIEW

Purpose	The purpose of this procedure is to describe the steps necessary to review the project and gather lessons learned from the work done on the project.
Pre-Conditions	• All deliverables have been accepted.
Post-Conditions	• Archive project documentation.
Completed by	Project Manager
Necessary Participants	Project Team, Key Stakeholders

PROCEDURE

Go to: Medium Large Extra-Large

Small Project Lessons Learned Template	1. Schedule a meeting to review the project with the project team to gather feedback. Use the Lessons Learned document as a guide for reviewing the project. 2. Schedule a meeting with the customer to review the project and gather feedback. 3. Discuss the Lessons Learned with the manager. 4. Place any notes or meeting minutes in the project repository.

Medium Project Lessons Learned Template	1. Schedule a meeting to review the project with the project team to gather feedback. Use the Lessons Learned document as a guide for reviewing the project. 2. Schedule a meeting with the customer to review the project and gather feedback. 3. Complete the Lessons Learned document with the information gathered. 4. Place it along with any notes or meeting minutes in the project repository. 5. Forward a copy of the Lessons Learned to the Project Portfolio Manager.

Large Project Lessons Learned Template	1. Schedule a meeting to review the project at the end of each of the phases with the project team to gather feedback. Use the Lessons Learned document as a guide for reviewing the project. 2. Schedule a meeting with the customer also to review the project and gather feedback. 3. Complete the lessons learned document with the information gathered. 4. Place it along with any notes or meeting minutes in the project repository.

	5. At the end of the project, have the final Lessons Learned meeting. 6. Compile the Lessons Learned document from each phase into one report of the project. 7. Place the report in the project repository. 8. Forward a copy of the report to the Project Portfolio Manager.

Extra-Large Project Lessons Learned Template	1. Schedule a meeting to review the project at the end of each of the phases with the project team to gather feedback. Use the Lessons Learned document as a guide for reviewing the project. 2. Schedule a meeting with the customer also to review the project and gather feedback. 3. Complete the Lessons Learned document with the information gathered. 4. Place it along with any notes or meeting minutes in the project repository. 5. At the end of the project have the final Lessons Learned meeting. 6. Compile the Lessons Learned document from each phase into one report of the project. 7. Place the report in the project repository. 8. Forward a copy of the report to the Project Portfolio Manager.

NOTES

Lessons learned are the way that an organization gets better at project delivery. By identifying what is was done well, so you can continue to do it, and what is not done so well, so you can improve it, everyone can learn and improve. Also, by understanding the differences between planned effort and actual effort, estimation can become better and better.