Lessons Learned Report

[Project Name]

*Purpose of document*

*The Lessons Report is used to pass on any lessons that can be usefully applied to other projects. The purpose of the report is to provoke action so that the positive lessons become embedded in the organisation’s way of working, and that the organisation is able to avoid any negative lessons on future projects.*

*A Lessons Report can be created at any time in a project and should not necessarily wait to the end. Typically it should be included as part of the End Stage Report and End Project Report. It may be appropriate (and necessary) for there to be several Lessons Reports specific to the particular organization (e.g. user, supplier, corporate or programme).*

*The data in the report should be used by the corporate group that is responsible for the quality management system, in order to refine, change and improve the standards. Statistics on how much effort was needed for products can help improve future estimating.*

Approvals

|  |  |  |
| --- | --- | --- |
| **Role** | **Name(s)** | **Date signed** |
| Project Sponsor | *e.g. Name &**Title* | *DD/MM/YYYY* |
| Senior User |  |  |
| Senior Supplier |  |  |

Table of Contents

[1. Executive Summary 5](#_Toc9503510)

[2. Contributors 5](#_Toc9503511)

[3. Overall Review 5](#_Toc9503512)

[4. Feedback 5](#_Toc9503513)

[What went well? 5](#_Toc9503514)

[What did not go so well? 6](#_Toc9503515)

[What could have been done differently? 6](#_Toc9503516)

[5. Conclusions & Recommendations 6](#_Toc9503517)

[6. Unexpected Risks/Deviations 6](#_Toc9503518)

[7. Quality Management 6](#_Toc9503519)

[8. Communications 6](#_Toc9503520)

[9. Review of Useful Measures 7](#_Toc9503521)

[10. Significant Lessons 7](#_Toc9503522)

Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| **Version number** | **Description of version change** | **Date** | **Author** |
| *e.g. v0.1* | *Initial draft* | *DD/MM/YYYY* | *Name* |
|  |  |  |  |
|  |  |  |  |

Table of Contents

[1. Executive Summary 4](#_Toc9240548)

[2. Overall Review 4](#_Toc9240549)

[3. What went well? 4](#_Toc9240550)

[4. What went badly? 4](#_Toc9240551)

[5. Recommendations 4](#_Toc9240552)

[6. Unexpected Risks/Deviations 5](#_Toc9240553)

[7. Quality Management 5](#_Toc9240554)

[8. Communications 5](#_Toc9240555)

[9. Review of Useful Measures 5](#_Toc9240556)

[10. Significant Lessons 5](#_Toc9240557)

# Executive Summary

*Summarise background of the project, expected objectives and outcomes. Lay out key messages from results of report below.*

*Recognise and acknowledge both positive and negative experiences on a project*

*Reflect upon those experiences and identify lessons that can be learned from them*

*Understand what went well, and share this information with other projects to encourage best practice*

*Understand what did not go well, and share this information with other projects to avoid same or similar mistakes from being made*

*Capture all lessons learned in a structured way, highlighting key messages that are clear, concise and substantive*

# Background

*Provide background of the project, expected objectives and outcomes*

# Contributors

*Broad coverage should be attempted – senior stakeholders (e.g. sponsor, senior user); project team (e.g. analyst); third party organisations; clinical service providers; non-clinical service providers (e.g. estates, IT, Finance)*

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Contributed to lessons learned** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Overall Review

*A review of what went well, what went badly and any recommendations. Any specialist methods used; Project strategies (risk management, quality management, communications management and configuration management); Project controls (and the effectiveness of any tailoring) and Abnormal events causing deviations.*

# Feedback

## What went well?

*Successful points of the project*

## What did not go so well?

*Negative event effects*

## What could have been done differently?

# Conclusions & Recommendations

*Any recommendations that can be passed on*

# Unexpected Risks/Deviations

*Management of Risks (threat or opportunities)*

# Quality Management

*How effective was the quality Management?*

# Communications

*Details of issues with communications across all elements*

# Review of Useful Measures

*How much effort was required to create the products; How effective was the Quality Management Strategy in designing, developing and delivering fit-for-purpose products (for example, how many errors were found after products had passed quality inspections?) and Statistics on issues and risks*

# Significant Lessons

*It is useful to provide additional details relating to Event Effect, Causes/Trigger, Early Warnings, Risks Identified, Opportunities, Recommendations*