Lessons Report

<Project or Programme name>

# Document Control

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| Author  |   |
| Owner  |   |
| Document Number  |   |
| Product ID  |   |
| Version  |   |
| Date Issued  |   |

# Approval

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| Name  | Role  |  Date  | Document Status  |
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# Revision History

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| Date  | Version  | Change History  | Author  |
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# Distribution

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# Executive summary

# About this document

Scope of the report(e.g. stage of project)

The Lesson Report is used to pass on any lessons that can be useful 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 organisation (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.

# Review

A review of what went well, what went badly and any recommendations for corporate or programme management consideration. In particular:

* Project management methods (including the tailoring of PRINCE2)
* Any specialise method used
* Project strategies (risk management, quality management, communications management and configuration management)
* Project controls (and the effectiveness of any tailoring)
* Abnormal events causing deviations

# A review of useful measurements

such as:

* 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?)
* Statistics on issues and risks

# For significant lessons it many be useful to provide additional detail on

* Event
* Effect (e.g. positive/negative financial impact)
* Causes/trigger
* Whether there were any early-warning indicators
* Recommendations
* Whether the trigger event was previously identified as risk (threat or opportunity)

# Quality criteria

* Every management control has been examined
* Statistics of estimates versus actuals are provided
* Statistics of the success of quality controls used are included
* Any appointed Project Assurance roles agree with the report
* Unexpected risks are reviewed to determine whether they could have been anticipated
* Recommended actions are provided for each lesson (note that lessons are not 'learned' until action is taken)