

LESSONS LEARNED (fictitious example)

Project: Pharmacy Department Library

Project Leader: Robert Kahn, Project Management Office

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Lessons Learned Contributors: Project Leader – Robert Khan, Project Team – Nancy Lox, Tim Olson, George Gonzalez, Executive Sponsor – Jim Chan, Sponsor – Jane Smith

Please list things that went well and not so well during this project, including the associated category (Assumption, Change Control, Constraints, Deliverables, Process, Risks, Schedule or Scope).

Category	What Happened?	Recommendation	Best Practice Takeaway*
(Example) Schedule	We had to work late stuffing binders	Have the binder be a deliverable	When creating event schedule, ensure binder is treated as deliverable
1. Budget	We did not budget for the appropriate type of shelving	Conduct the department-wide 5S before the original budget and design plan proposal versus guessing on what the result might be	If it is possible to do requirements gathering sooner, do it as soon as possible or as part of scoping
2. Scope	Should have included 5S project as part of overall scope not just planning piece	Any 5S activity should be part of scoping for a project or as an element of scope	5S results are not necessarily predictable thus should be acknowledged as either a significant part of project work or project pre-work
3. Schedule	Submission of book ideas and team review took longer than predicted	Must balance the desire to ensure everyone is included with forward momentum. Better communication around expectations for turn around on book title	Have expectation setting communications outlined in the communication plan



Category	What Happened?	Recommendation	Best Practice Takeaway*
		submissions could have helped	
4. Closure	It took a long time to close the project due to the requirement of having team feedback survey about the library	Project was complete with the exception of the survey; original project plan could have noted survey as separate piece or part of IMPACT Plan data	Post project follow-up customer feedback should occur but does not need to occur while project is still open