

Lessons learned

A lesson learned can be described as knowledge or understanding gained by experience. The experience may be positive, as in a successful test or project, or negative, as in a mishap or failure.

“Lessons learned” tends to refer to improvements that need to be made on a team/organisation. But it’s just as important to capture the successes. These successes can identify best practices to apply to future projects and processes, and can be shared across your company so that everyone benefits from the lessons.

It’s also helpful to record successes that should be carried through to the next project/improvement objective. Whether that was a short-term process change, a commitment to existing process, communication tweaks, or something else, it’s worth documenting this to realise what can and should be carried on to the next project/change programme.

Tip!

A lesson must be significant in that it has a real or assumed impact on operations; valid in that is factually and technically correct; and applicable in that it identifies a specific design, process, or decision that reduces or eliminates the potential for failures and mishaps, or reinforces a positive result factors.



Lessons learned

	What went well?	What needs to improve?
Risk Management <ul style="list-style-type: none"> Was the organisation effective in identifying OR risks? Where the right people involved in the risk assessment? Where the risk accurately measured (consequence/likelihood)? Where the risks effectively mitigated? 		
Communications Management <ul style="list-style-type: none"> Were all OR planning documents produced? Was there too much or too little documentation? 		
Implementation <ul style="list-style-type: none"> Were all planning activities executed? Did we carry out any tests to validate and verify? Has our level of resilience improved? 		