ORGANIZATIONAL PROCESS ASSETS

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Lessons Learned

There are many ways to keep tracked of lessons learned. At my work place we conduct a formal debrief where we create a timeline of events and discuss the good and bad of each major event. We then document those lessons and share some of the most important with the rest of our work place a meeting once a month. During PMGT 502 we discussed various ways to accomplish this as well. One of these methods was the creation of a lessons learned document.

Lessons learned documentation includes the root cause analysis of issues faced, reasoning behind the corrective action chosen, and other types of lessons learned about stakeholder management. (PMBOK, 2013). On major difference from my work place and documenting lessons learned for a project, is that you want to document throughout the project life cycle not just at the completion. A best-practice technique that is starting to gain popularity is the collection of the lessons learned information during the life of the project (Dow & Taylor, 2008). Starting at the project kick-off meeting you should begin to gather the issues your team faces and store them in a central database accessible by everyone. You should strive to continue this process weekly and use data collected to be briefed at each subsequent meeting.

Each week, continue this process, capturing exactly what went right, what went wrong from each team member. At the end of the project, compile the information into a final presentation (Dow & Taylor, 2008). You can lead the discussion around the lessons learned information from past projects or even weeks on the current project to ensure that the team is not repeating the same mistakes (PMBOK, 2013). This process will greatly enhance your team's knowledge base on what to do and not to do while managing a project. When you are reviewing lessons learned information from past projects, you are personally gaining a wealth of knowledge

from the last project manager and their team members on the events of a previous project that would not normally be available (Dow & Taylor, 2008).

There are major benefits to be had by sharing lessons learned. One of the advantages of sharing lessons learned information is the positive impact that information can have on your project. Sharing these past experiences and the specific knowledge that team members gained allows the next project to benefit greatly (Dow & Taylor, 2008). Discussing and comprehending previous lesson learned at the begging of your project will enable your team to reduce the chances of repeating the same mistakes on your current project. When managing a second iteration of a project, you should be clear on how the other efforts occurred and at the minimum be aware of the major issues or concerns within those other projects (Dow & Taylor, 2008). One of the primary reasons to study history is to learn from our past.

When conducting a review of past project lessons learned you should be sure to share information that relates to budget, schedule, resources, risks and issues. You should always want to know how previous projects were budgeted; what worked, what didn't. Schedule information is beneficial by comparing and contrasting past projects to your current one to see if similarities exist that might show if your project will make its completion date or not. Seeing how resources were allocated, whether positive or negative, can help you determine how to distribute your own resources. Understand the previous project's risks and issues and try to eliminate the chances of those reoccurring on your project (Dow & Taylor, 2008).

References

A guide to the Project Management Body of Knowledge (PMBOK guide), fifth edition (5th ed.).
  (2013). Newtown Square, Pa.: Project Management Institute.

William Dow & Bruce Taylor. (2008). *Project Communications Bible.* Wiley Publishing, Inc.