

### **Lessons Learned—Activity Definition**

**Purpose:**

The objective of this activity is to ensure that the Lessons Learned during the project are documented and incorporated in the knowledge base for future use.

**Participants:**

Project Manager, Project team, and relevant stakeholders

**Inputs:**

Minutes of the various meetings[1], Project Schedule[1], Minutes of the wrap up meeting[4]

**Process:**

1. The Project Manager develops this ‘Lessons Learned’ document with the help of the project team.
2. All stakeholders are welcomed to give their inputs too.
3. This document needs to be deposited in the knowledge base.

**Outputs:**

Lessons Learned Document

**Lessons Learned—Guidelines**

1. At this point in the project management lifecycle, the Project Manager documents and highlights what worked well in the project, documents mistakes made during the project, and documents patterns and trends identified.
2. For each lesson learned, identify a contact person to get more information so that this information can be shared with other Project Managers.
3. During the course of the project, the Project Manager, Customer, and Project Team members most likely recognized certain procedures that, when exercised, improved the production of a deliverable, streamlined a process, or suggested ways to improve standardized templates. In some cases, the outstanding “successes” might be translated into new processes to be followed by future projects.