

LESSONS LEARNED

SAMPLE

Category	Issue Name	Problem/Success	Impact	Recommendation
Procurement Management	Contract Requirements	The PM was not fully engaged in the contract process.	All requirements were not included in the initial contract award. A contract modification was required which added a week to the project.	PM must be fully engaged in all contract processes. This must be communicated to both PM and contract personnel.
Human Resources Management	Award Plan	There was no plan for providing awards and recognition to team members.	Toward the end of the project morale was low among the project team. There was increased conflict and team members were asking to leave the project.	The PM should institute and communicate an awards/recognition program for every project.
Scope Management	Scope Creep	Stakeholders continuously tried adding to the project scope throughout the project lifecycle.	The PM did not have a plan for addressing scope creep and allowed some requirements to be added until the sponsor stopped it. Overall project delay of 3 weeks was the result.	The PM must have an approval process for any proposed scope changes and communicate this process to all stakeholders.
Quality Management	Building Material	A process for determining acceptable building material quality was planned into the project.	This allowed the project team to work with the contractors to smoothly ensure all materials were of acceptable quality and avoided any re-work and delays associated with substandard material.	Always plan quality standards and allowances into the project plan. This helps avoid delays and cost overruns.
Risk Management	Zoning Approval	A risk was identified that there may be delays in receiving approval from the county zoning board. This was a success because it was identified early and planned for.	Impact was minimal because the PM included potential zoning delays into the project schedule.	Always consider external impacts on the project cost and schedule. This must be continuous throughout the project lifecycle.