[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Add or remove table rows to fit your needs. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

Project Lessons Learned

A working register of what a project taught the team: successes worth repeating and failures worth fixing, each traced to its cause and turned into an owned action.

Item	Detail
Project	[Project name]
Document	[Title of this document]
Prepared by	[Name and role of the person who prepared this document]
Project manager	[Name and role of the project manager]
Sponsor	[Name and role of the project sponsor]
Date of this document	[Date of this document]
Version	[Version number of this document]
Review period	[Period covered by this lessons record]
Review session date	[Date of the lessons review session]
Facilitator	[Name and role of the facilitator of the review session]
Participants	[Names and roles of the participants in the review session]

1. Project overview

Project. [Summary of the project: its purpose, its outcome, and its start and completion dates]

Objectives. [Objectives of the project and the extent to which each was met]

2. Summary: start, stop, continue

Start. [Practices to start on future projects, drawn from this project]

Stop. [Practices to stop on future projects, drawn from this project]

Continue. [Practices to continue on future projects, drawn from this project]

3. Lessons register

One row per lesson. Write what happened in plain language and focus on causes, not on blame. A lesson with no recommendation and no owner is only an observation; the register exists to change the next project.

Lesson ID	Phase or area	What happened	Went well or needs improvement	Impact	Root cause	Recommendation	Owner	Action due date	Action status
[Lesson ID]	[Phase or area of this lesson]	[What happened, in plain language]	[Whether this lesson went well or needs improvement]	[Impact of this lesson on time, cost or quality]	[Root cause of this lesson]	[Recommendation arising from this lesson]	[Name and role of the owner of the action for this lesson]	[Due date of the action for this lesson]	[Status of the action for this lesson]
[Lesson	[Phase or	[What	[Whether	[Impact of	[Root	[Recomme	[Name and	[Due date	[Status of

[Company name]

ID]	area of this lesson]	happened, in plain language]	this lesson went well or needs improvement]	this lesson on time, cost or quality]	cause of this lesson]	ndation arising from this lesson]	role of the owner of the action for this lesson]	of the action for this lesson]	the action for this lesson]
[Lesson ID]	[Phase or area of this lesson]	[What happened, in plain language]	[Whether this lesson went well or needs improvement]	[Impact of this lesson on time, cost or quality]	[Root cause of this lesson]	[Recommendation arising from this lesson]	[Name and role of the owner of the action for this lesson]	[Due date of the action for this lesson]	[Status of the action for this lesson]
[Lesson ID]	[Phase or area of this lesson]	[What happened, in plain language]	[Whether this lesson went well or needs improvement]	[Impact of this lesson on time, cost or quality]	[Root cause of this lesson]	[Recommendation arising from this lesson]	[Name and role of the owner of the action for this lesson]	[Due date of the action for this lesson]	[Status of the action for this lesson]

4. What went well

- [Success from this project, and the practice behind it that is worth repeating]
- [Success from this project, and the practice behind it that is worth repeating]

5. What did not go well

- [Difficulty from this project, its effect, and its root cause]
- [Difficulty from this project, its effect, and its root cause]

6. Action plan and follow-up log

Action	Owner	Due date	Status	Follow-up note
[Action arising from a lesson in this register]	[Name and role of the owner of this action]	[Due date of this action]	[Status of this action]	[Follow-up note on this action]
[Action arising from a lesson in this register]	[Name and role of the owner of this action]	[Due date of this action]	[Status of this action]	[Follow-up note on this action]
[Action arising from a lesson in this register]	[Name and role of the owner of this action]	[Due date of this action]	[Status of this action]	[Follow-up note on this action]

Where this record is stored. [Where this lessons record is stored so that future project teams can find it]

Next review of open actions. [Date on which open actions from this record are next reviewed]