Ashford Business Services Ltd

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	Sarah Mitchell
Document	Project Lessons Learned
Prepared by	Sarah Mitchell
Project manager	James Patel
Sponsor	Sarah Mitchell
Date of this document	9 November 2026
Version	1.0
Review period	November 2026
Review session date	9 November 2027
Facilitator	Sarah Mitchell
Participants	Sarah Mitchell

1. Project overview

Project. 9 November 2026

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	10:30 am	Root cause of this lesson	Recommendation arising from this lesson	Helen Morris	23 November 2026	Status of the action for this lesson as agreed at the meeting.
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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 as agreed at the meeting.	Helen Morris	23 November 2026	Status of this action as agreed at the meeting.	Follow-up note on this action as agreed at the meeting.
Action arising from a lesson in this register as agreed at the meeting.	Helen Morris	23 November 2026	Status of this action as agreed at the meeting.	Follow-up note on this action as agreed at the meeting.
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Where this record is stored. Where this lessons record is stored so that future project teams can find it

Next review of open actions. 9 November 2027