| **Lessons Learned Checklist** | |
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| **Customer:** | |
| Project: | |
| Project Manager: | |
| Scope Lessons |  |
| What did we do well in defining scope? |  |
| What could we improve in defining scope? |  |
| What did we do well in controlling and managing scope? |  |
| What could we improve in controlling and managing scope? |  |
| Schedule and Budget Lessons | |
| What did we do well in estimating? |  |
| What could we improve in estimating? |  |
| What did we do well to stay on schedule? |  |
| What could we improve to stay on schedule? |  |
| What did we do well in meeting the budget? |  |
| What could we improve in meeting the budget? |  |
| Team Building Lessons | |
| What did we do well in developing a team spirit? |  |
| What could we improve in developing a team spirit? |  |
| What did we do well in gaining the commitment of team members? |  |
| What could we improve in gaining the commitment of team members? |  |
| Customer Relationship Lessons | |
| What did we do well in managing customer expectations? |  |
| What could we improve in managing customer expectations? |  |
| What did we do well in using customer resources? |  |
| What could we improve in using customer resources? |  |
| What did we do well in gaining customer confidence? |  |
| What could we improve in gaining customer confidence? |  |
| What did we do well in achieving customer satisfaction? |  |
| What could we improve in achieving customer satisfaction? |  |
| What did we do well in handover of the product to the customer? |  |
| What could we improve in handover of the product to the customer? |  |
| Vendor Relationship Lessons | |
| What did we do well in gaining vendor co-operation? |  |
| What could we improve in gaining vendor co-operation? |  |
| What did we do well in understanding vendor status? |  |
| What could we improve in understanding vendor status? |  |
| Internal Company Lessons | |
| What did we do well in acquiring resources for the project? |  |
| What could we improve in acquiring resources for the project? |  |
| What did we do well in keeping management informed of project issues? |  |
| What could we improve in keeping management informed of project issues? |  |
| What did we do well in handover to production? |  |
| What could we improve in handover to production? |  |
| Quality Lessons | |
| What did we do well in defining quality for the project? |  |
| What could we improve in defining quality for the project? |  |
| What did we do well in ensuring quality for the project? |  |
| What could we improve in ensuring quality for the project? |  |
| Risk Lessons | |
| What did we do well in defining project risks? |  |
| What could we improve in defining project risks? |  |
| What did we do well in managing project risks? |  |
| What could we improve in managing project risks? |  |