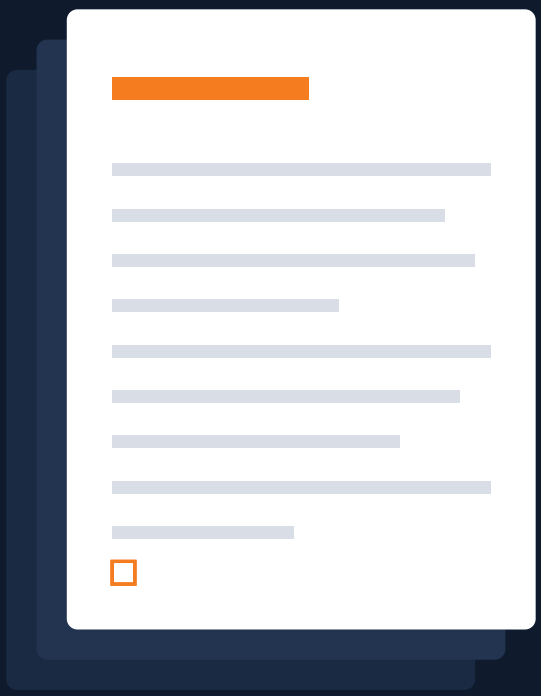
Documentation
Services Lab



FREE TEMPLATE

PROJECT MANAGEMENT

Lessons Learned

Captures what worked, what did not, and what to do differently next time.

PHASE

Closure

PRIMARY USERS

PMs, Cross-Functional Teams

About this template

A Lessons Learned review turns project experience into organisational knowledge. Run it as a blameless session, capture specific observations with their impact, and turn each lesson into a concrete recommendation with an owner.

Detail	
Phase	Closure
Primary users	PMs, Cross-Functional Teams

How to use it

- Replace every *[grey bracketed placeholder]* with your own details.
- Delete the orange **Guidance** boxes and green **Example** boxes before you publish or circulate it.
- Add or remove table rows as needed; keep the section order so readers can find things quickly.

Document Control

Project name		**Session date**	
Facilitator		**Participants**	

01 Project Recap

Objective		**Planned vs actual end date**	
Planned vs actual budget		**Outcome**	

02 What Went Well

GUIDANCE *Be specific: what happened and why it worked.*

Area	What went well	Why it worked

03 What Could Be Improved

GUIDANCE *Focus on processes, not people.*

Area	What happened	Impact	Root cause

04 Recommendations

GUIDANCE *Turn each lesson into an action for future projects.*

Recommendation	Applies to	Owner	Due

05 Survey Scores (optional)

Question	Avg score (1-5)	Comments
[Planning was realistic]		
[Communication was effective]		
[Roles were clear]		

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