LESSONS LEARNED

Today’s Objectives

• Successful Learning Organizations
  – Cultural environments,
  – Work processes, and
  – Technology components

• Implementation of a Lessons Learned Process (LLP) in your own organization
Research Team Members

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Research Team Products

“Modeling The Lessons Learned Process”

- Source Document
- Yellow Book
- Process Flowchart
- LLP Wizard Software
**The Learning Organization**

Captures and shares knowledge from positive and negative work experiences. Corporate intelligence is leveraged to:

- Achieve Superior Performance
- Improve Customer Satisfaction
- Increase Productivity
- Improve Quality

**Process Management**

A Champion, dedicated to continuous improvement, is needed to coordinate the process. Management functions include:

- Rewards and Recognition
- Development of Analysis Criteria
- Training and Outreach
- Database Maintenance
- Process Evaluation
**Collection**

The process of capturing information.
Key attributes include:

- An “open” system accessible to all
- Input forms are easy to use
- Timely recognition of contribution
- Input is categorized

**Analysis**

The process of organizing and evaluating information to facilitate its use. Key attributes are:

- Criteria supports corporate goals
- Experienced personnel
- Analysis meetings have facilitation
- Decisions based on ‘value-added’
- Alert issued if warranted
**Implementation**

The process by which information is transformed into knowledge and distributed to achieve performance improvements. Key attributes are:

- Priority system to maximize value
- Process owners actively participate
- Improvement teams are facilitated
- Feedback to validate effectiveness

**Return on Investment**
Process Flowchart

Interacts with the Flowchart to provide Best Practices associated with each step of the process.

Answers the questions:
- Who?
- What?
- When?
- How?
The Steps To Success

These nine elements are basic steps in establishing a Lessons Learned Program:

1. Establish Program Goals
2. Mission Statement
3. Conduct Self Assessment
4. Appoint a Champion
5. Provide Needed Resources
6. Implement the Process
7. Orientation & Training
8. Measure Program Results
9. Nurture Overall Process
Return on Investment

Key Concepts

- Implement entire process
- Allow time to succeed
- Database only partial solution
- Proper culture a the key ingredient