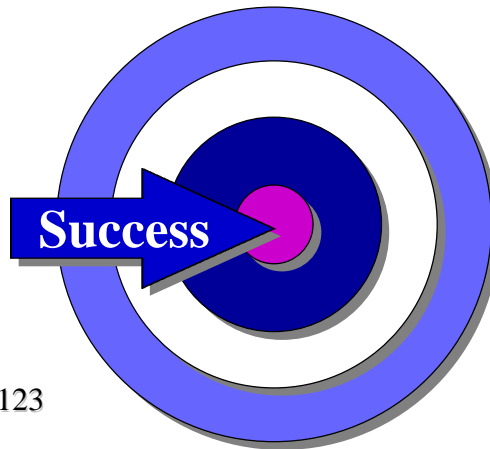


LESSONS LEARNED



CII Research Team 123

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

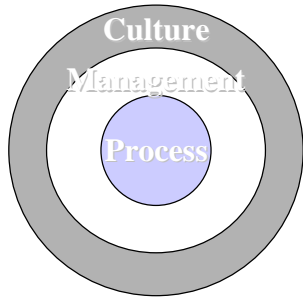
- William Miner (Chairman) U.S. Department of State
- Dr. Deborah Fisher (Academic) University of New Mexico
- Carlo Aiello Union Carbide Corporation
- Ghalib A. Al-Alwan Aramco Services Company
- Carl Antrim Black & Veatch
- William Beck Parsons Process Group Inc.
- James Brown Raytheon Engineers & Constructors
- Ed DiTomas Turner Construction Company
- Frieda Fox Texaco Inc.
- Donald Giles U.S. Steel
- Walt Norko U.S. Corps of Engineers
- Jim Pankow Morrison Knudsen Corporation
- Peter Stassi Houston Lighting & Power Company

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

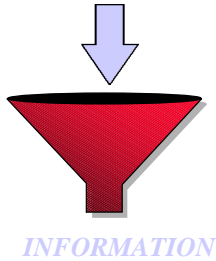
Process Management



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

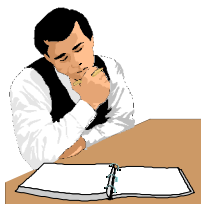


The process of capturing information.

Key attributes include :

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

Analysis

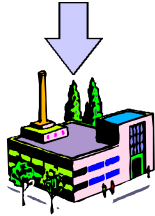


The process of organizing and evaluating information to facilitate its use. Key attributes are :

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

Implementation

KNOWLEDGE

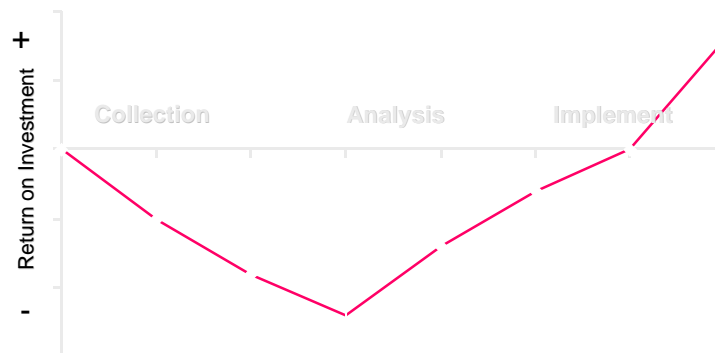


The process by which information is transformed into knowledge and distributed to achieve performance improvements.

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

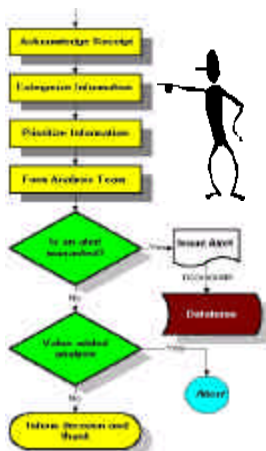


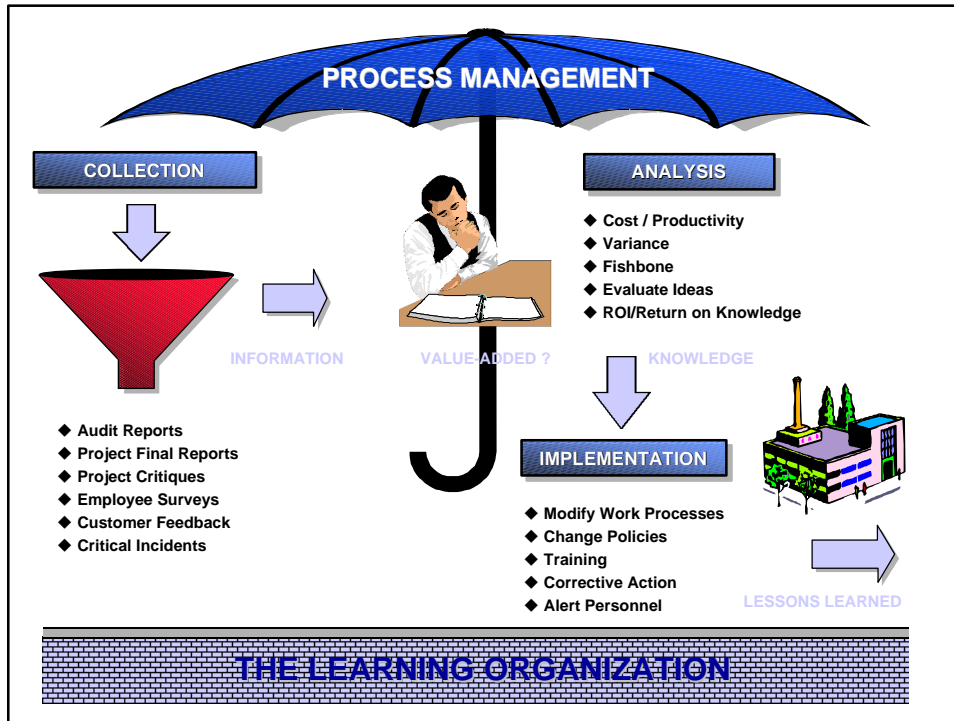
LLP Wizard

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

Answers the questions :

- Who ?
- What ?
- When?
- How?



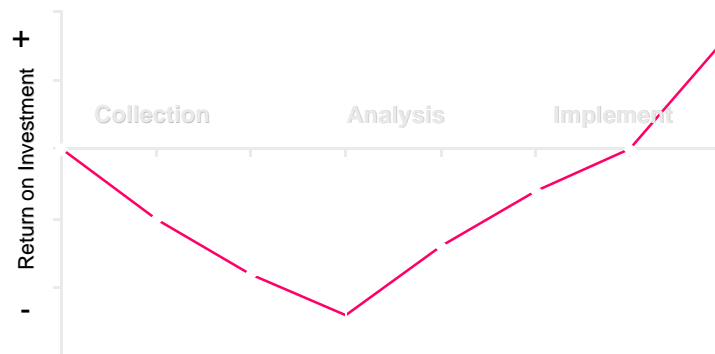


The Steps To Success

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