

Lessons Learned Survey

For each of the statements below, please indicate your level of agreement or disagreement.

Project Planning

Project Plan and Schedule were well-documented, with appropriate structure and detail.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Stakeholders (e.g. sponsor, customer) had appropriate input into the project planning process.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The problem to be solved was well understood by the team members.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The project's scope was well-defined.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Please provide an explanation for items that received a score of Disagree, Strongly Disagree, or if you want to provide additional information regarding project planning.

Project Execution

The initial Project Schedule, as documented in the Project Plan, closely matches the actual schedule.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Any changes in direction that did occur were of manageable frequency and magnitude.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The interaction between project team members and stakeholders was adequate and timely throughout the project.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The project team was effective in that they had a shared understanding of goals and individual responsibilities.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Management within sponsoring offices gave this project adequate attention and time; stakeholders were effectively involved in the project.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The project outcome closely matches what was defined within the Project Charter.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

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Please provide an explanation for items that received a score of Disagree, Strongly Disagree, or if you want to provide additional information about project execution.

Human Factors

The facilitator supported the project team to be able to express their thoughts and opinions in a safe environment.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Team member interactions and relationships were conducive to a collaborative environment.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Diverse perspectives were represented.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Please provide an explanation for items that received a score of Disagree, Strongly Disagree, or if you want to provide additional information regarding human factors.

Outcome

The project's resulting action plan was realistic, achievable, and contained assignments for team members.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The project's action plan provided direction for moving toward the project's defined goal.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Assignments were clearly defined to implement the action plan.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The team identified performance metrics and a way to quantify success.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The team believes that implementation of the action plan will result in achieving the stated goal from the project charter.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.)

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

The project was a worthwhile endeavor.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Please provide an explanation for items that received a score of Disagree, Strongly Disagree, or if you want to provide additional information regarding the outcome.

Business Process Improvement Value

You received value in using the Business Process Improvement Shared Service.

(Strongly Agree – Agree – Neutral – Disagree – Strongly Disagree – Not Applicable)

Please provide an explanation for items that received a score of Disagree, Strongly Disagree, or if you want to provide additional information regarding the Business Process Improvement Shared Service.

Lessons Learned

Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects.

This can be any item that:

Was a challenge and could be done better in the future

A change that would make the process more efficient

Identifying something that was done well that should be applied to other areas

Please check here to indicate if you would allow your comments to be used in Business Process Improvement Shared Service publications or website content.

Please provide your email address if you would like to be contacted by a member of the BPI Shared Service staff to discuss any concerns.