

reflection dissemination wikis  
Knowledge management post mortem training  
projects after action reviews post project review  
capture Knowledge  
best practice organisations identification  
PM Lessons Learned... transfer  
learning Just culture  
Communities of practice culture  
social  
access digital immersion repositories systemic  
knowledge jam cognitive elements  
pictures  
Knowledge cafe power sharing

# PM Lessons Learned...

**Stephen Duffield**

[www.pmllessonslearned.info](http://www.pmllessonslearned.info)



**How do we learn lessons so we don't repeat the mistakes of the past?**

**Literature suggests that the lessons learned process in practice rarely happens...**

**and when it does it fails to deliver the intended results.**

Master PM Research (USQ)... PhD planning in work **(Supervisor: Dr Jon Whitty USQ)**



Disclaimer: The views and opinions expressed by Stephen Duffield in this presentation are his alone, and do not reflect the views, opinions and position of any organisation with which Stephen may be otherwise affiliated.

**80% of 74 attempt LL**  
**60% are dissatisfied**

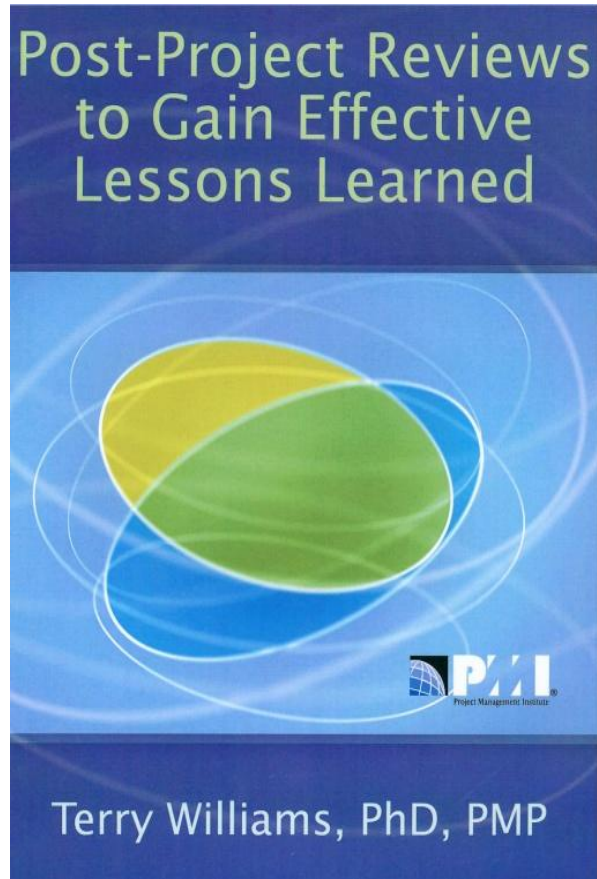
# The Lessons Learned Handbook:

Practical approaches to learning from experience

Nick Milton



**CP** CHANDOS PUBLISHING



**62% of 522 have a LL process**  
**Only 11.7 % used it Why?**

**LL fails to deliver**

HOW  
**KNOWLEDGE MANAGEMENT**  
IS CHANGING THE WAY  
WE DO BUSINESS

# THE **NEW EDGE** IN **KNOWLEDGE**

**CARLA O'DELL**  
**CINDY HUBERT**

APQC.

<http://astore.amazon.com/pmlesleablo-20>

# ombudsman **VICTORIAN**



[http://www.ombudsman.vic.gov.au/resources/documents/Investigation\\_into\\_ICT\\_enabled\\_projects\\_Nov\\_2011.pdf](http://www.ombudsman.vic.gov.au/resources/documents/Investigation_into_ICT_enabled_projects_Nov_2011.pdf)

Own motion investigation into  
ICT-enabled projects  
November 2011

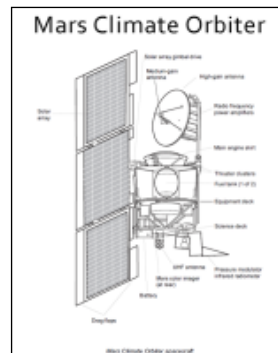
In consultation  
with the Victorian  
Auditor-General

MARCH 6, 2012

AUDIT REPORT

OFFICE OF AUDITS

## REVIEW OF NASA'S LESSONS LEARNED INFORMATION SYSTEM



Mars Polar Lander

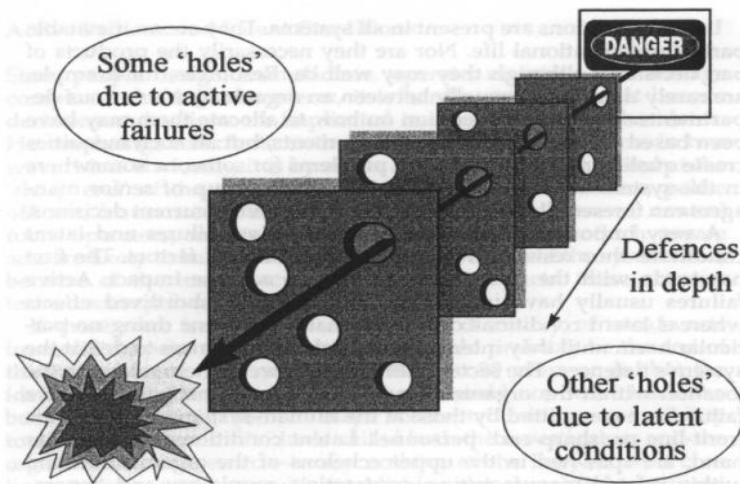


OFFICE OF INSPECTOR GENERAL

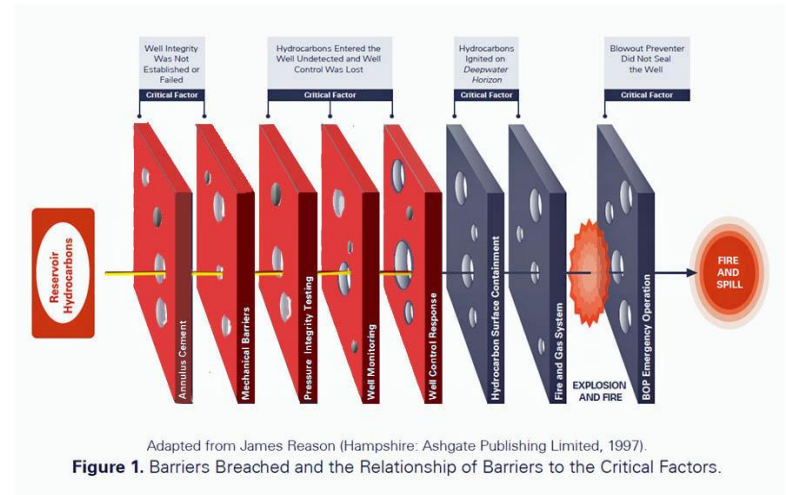


National Aeronautics and  
Space Administration

REPORT NO. IG-12-012 (ASSIGNMENT NO. A-11-010-00)



The 'Swiss Cheese' model of defences  
Source: Reason (1997)



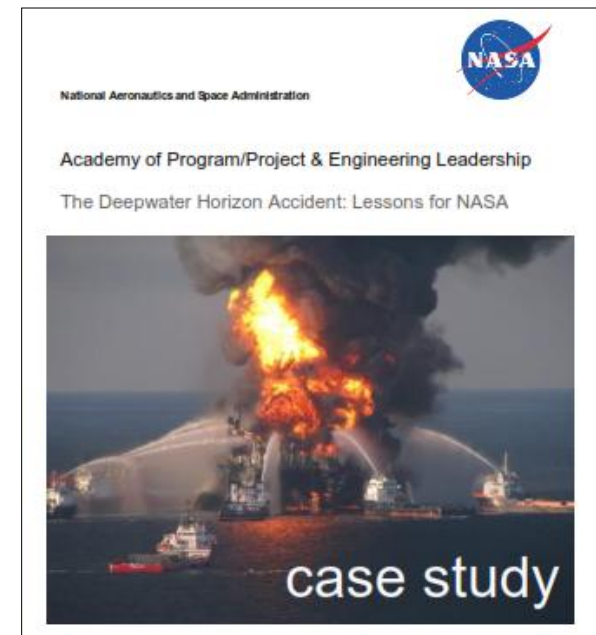
Adapted from James Reason (Hampshire: Ashgate Publishing Limited, 1997).  
**Figure 1.** Barriers Breached and the Relationship of Barriers to the Critical Factors.

<http://www.slideshare.net/duckcy04/deep-water-horizon-accident-investigation-lessons-learned>

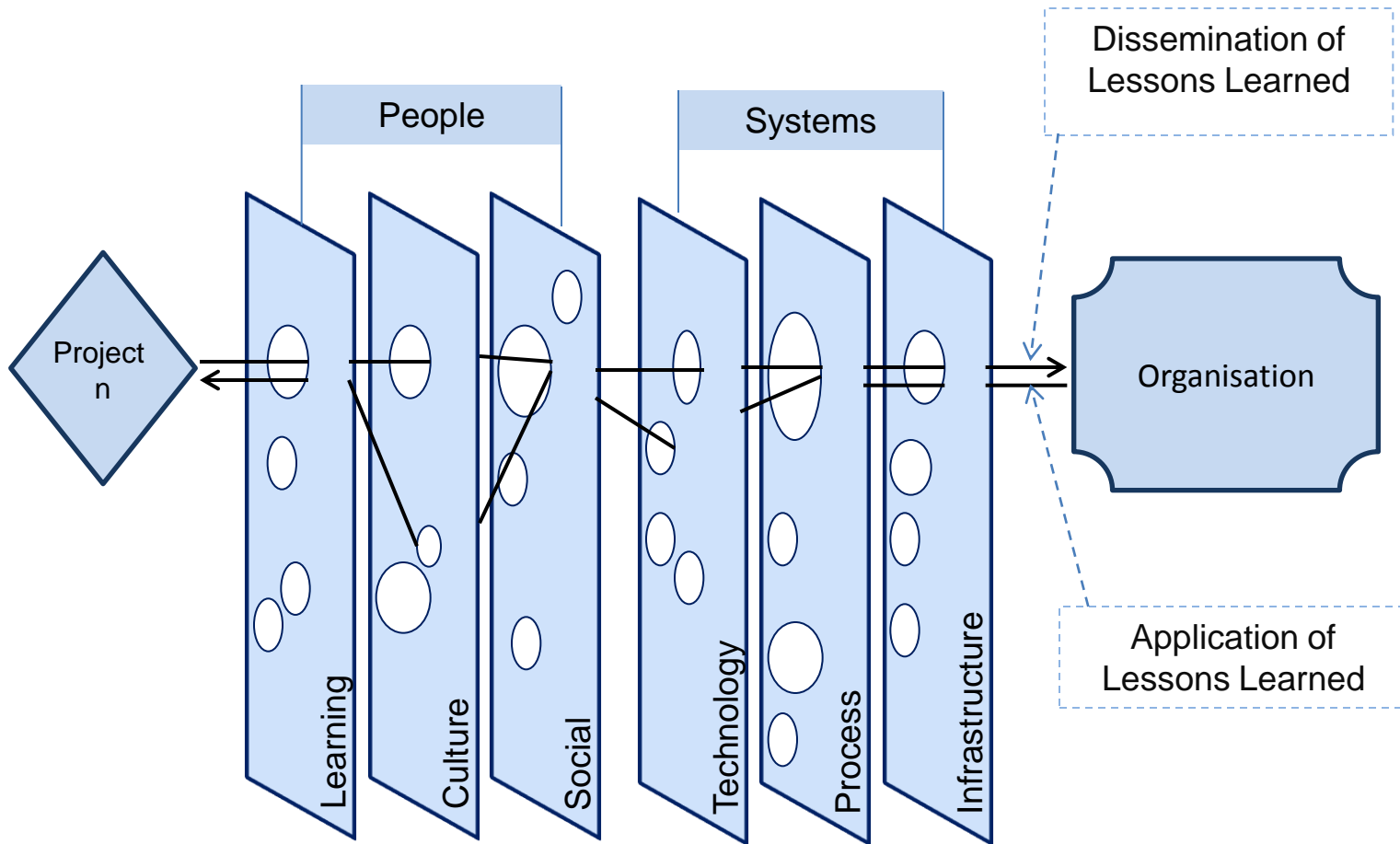
## The Deepwater Horizon Accident - Lessons for NASA:

The lessons from this tragedy are potent reminders of the pitfalls that can plague complex programs and projects in any industry, even (perhaps especially) those with long track records of success. ...The deficiencies that set the stage for this tragedy—**government oversight, disregard for data, testing, changes to processes and procedures, safety culture, communications and lessons learned**—are common to other high-stakes, high-visibility accidents and failures.

[http://www.nasa.gov/offices/oce/appel/knowledge/publications/deepwater\\_horizon.html](http://www.nasa.gov/offices/oce/appel/knowledge/publications/deepwater_horizon.html)



# Lessons learned model



Contact Stephen for further information:

<http://www.pmlessonslearned.info>

[stephen@pmlessonslearned.info](mailto:stephen@pmlessonslearned.info)

 #pmoz [@invictaprojects](#)



Contact Jon for further information:

<http://www.usq.edu.au/users/whitty/>

[jon.whitty@usq.edu.au](mailto:jon.whitty@usq.edu.au)

 #pmoz [@jon whitty](#)



Trailer video clip for PMOz 2012  
Wednesday 15 August 12pm-12:45pm  
Sebel and Citigate Albert park, Melbourne

[www.pmoz.com.au](http://www.pmoz.com.au)