

## Lessons Learned

Lessons Learned are learnings gained from the process of performing the project.

Lessons Learned provide an opportunity to improve:

- Customer Satisfaction
- Reduction in COPQ
- Reduction in Execution Cost
- Risk Mitigation

Lessons Learned can be capture through these key methods:

- Handover Meeting
- Kickoff Meeting
- Closeout Meeting
- Customer Survey/Customer Review

