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Template Guide

What is a Post Implementation Review?

A 'Post Implementation Review' (PIR) is an assessment of the overall success of the project. The PIR is conducted by closely reviewing the project's performance against the original plans and conformance against the original processes outlined for the project. The purpose of the PIR is not only to assess the projects level of success but also to identify lessons learnt and make recommendations for future projects to enhance their likelihood of success. The PIR results in a formal document that is held as the last record of the project.

The PIR document includes:

- *An assessment of how the project performed against the benefits, objectives, scope, deliverables, schedule, expense and resource targets in project planning documentation*
- *A rating of the level of conformance against each of the project processes, including time / cost / quality / change / risk / issue / procurement / communications and acceptance management*
- *A full list of the project achievements*
- *Lessons learnt and recommendations for future projects*

When to conduct a Post Implementation Review

The PIR is always constructed at the end of the Project Closure phase, after the Project Closure Report has been approved and all project closure activities completed. Some companies wait for a period after the closure activities have been completed to enable the full business benefits to be realized before the PIR is undertaken. The PIR may be completed by either the Project Manager or (ideally) an independent resource, which offers an unbiased opinion of the project's success. The PIR is presented to the Project Sponsor and/or Customer for approval and is also 'held on file' for future Project Managers to access and gain the learning generated by the project.

How to use this template

This document provides a guide on the topics usually included in a Post Implementation Review. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.

1 Executive Summary

[Provide an overview of the success of the project, including the:

- Project Performance (against the benefits, objectives, scope, deliverables, schedule, expense and resource targets outlined within the project plan documentation)
- Project Conformance (with time, cost, quality, change, risk, issue, procurement, communication and acceptance processes defined)
- Key Achievements of the project and the Positive Effect on the customer's business
- Lessons Learned from this project and Recommendations for similar future projects]

2 Project Performance

This section identifies how the project performed against each of the targets identified during the Initiation and Planning phases of the project.

2.1 Benefits

[List each of the benefits identified in the original Business Case and quantify the level of actual achievement of each benefit, using the following table (examples included):]

Category	Intended Benefit	Planned Value	Actual Value
Financial	New revenue generated Reduction in costs Increased profit margin	\$ x \$ x \$ x	\$ x \$ x \$ x
Operational	Improved operational efficiency Reduction in product time to market Enhanced quality of product / service	x % x hrs x %	x % x hrs x %
Market	Increased market awareness Greater market share Additional competitive advantage	x % x % <i>Describe</i>	x % x % <i>Describe</i>
Customer	Improved customer satisfaction Increased customer retention Greater customer loyalty	x % x % <i>Describe</i>	x % x % <i>Describe</i>
Staff	Increased staff satisfaction Improved organizational culture Longer staff retention	x % <i>Describe</i> x %	x % <i>Describe</i> x %
[Category]	[Intended Benefit]	[Planned Value]	[Actual Value]
[Category]	[Intended Benefit]	[Planned Value]	[Actual Value]
[Category]	[Intended Benefit]	[Planned Value]	[Actual Value]
[Category]	[Intended Benefit]	[Planned Value]	[Actual Value]