

May Roundtable Take-A-Ways

Here are the highlights from our May Roundtable titled *Using Post Mortems to Improve Processes*.

- Although internally sensitive, GTECH believes post project reviews are critical
 - ⇒ a lot of politics exists
 - ⇒ are relative novices in use of formal processes
- AT&T and Bellcore both developed questionnaires for independent Post Project assessment
- AT&T recommends doing Post Project reviews with facilitator, take one day (not a few hours) and drive for root causes
- Bellcore does key learnings reviews (follow ISO 9000 requirements)
 - ⇒ do not invite managers to review
 - ⇒ use Quality Processes to ensure closure on items identified
- Generally, participants suggest consideration of formally using post project review lessons for continuous improvement purposes.
 - ⇒ make mid-course corrections of projects and reality checks
 - ⇒ modify process
 - ⇒ for future project planning
 - ⇒ as tutorial for new teams

Reminder!
Next Roundtable
September 24, 1997.