Lessons learned log template

# Introduction

The lessons learned log is a repository of any lessons learned during the management of a contract that can be usefully applied to other contracts. At the close of the contract these lessons are captured formally in the lessons learned report. As a minimum it should be updated at the end of a stage, but ideally a note should be made in the log of any good or bad points arising during the execution of the contract.

# Purpose

Lessons learned from managing contracts can be used to improve the management of future contracts. Where important lessons are identified early on in the contract life-cycle that could be useful to others, it is good practice for the contract manager to prepare an immediate lessons learned report.

# Lessons Learned Log

|  |  |
| --- | --- |
| Contract name: | *Insert Name* |
| Contract reference: | *Insert Name* |
| Lessons learned session date: |  |
| Contract Manager: | *Insert Name* |
| Position: | *Insert Title* |
| Phone No: | *Insert Phone Number* |

## Document Review

This document has been reviewed and is approved by:

| Role | Reviewer | Title/position | Signature | Date |
| --- | --- | --- | --- | --- |
| Prepared by | *Insert details* |  |  |  |

## Attendees

| Name | Title/position | Department |
| --- | --- | --- |
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## Key topics for discussion

1. Which management, control and quality processes:
   1. went well
   2. went badly
   3. were lacking
2. A description of any abnormal events causing deviations.
3. Notes on the performance of specialist methods and tools used.
4. Recommendations for future enhancement or modification of the contract management processes.
5. Realistic measurements on how much effort was required to execute the contracts.
6. Notes on effective and ineffective quality reviews and other tests, including the reasons for their effectiveness (either good or bad).

# Lesson learned items

| # | Item (e.g. good/service) | **Person raising observation** | **Observation (see notes below)** | **Lesson(s) learned** |
| --- | --- | --- | --- | --- |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |
| 7 |  |  |  |  |
| 8 |  |  |  |  |
| 9 |  |  |  |  |

***Lessons learned log template***

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| **Version** | **Date** | **Comments** |
| v1.0 | July 2019 | Published |
| v1.1 | June 2025 | Minor updates made – highlights:   * DHPW corporate branding * Added version change log, document date, ‘Contact us’, ‘Disclaimer’ and ‘Administration’ sections |

**The State of Queensland (Department of Housing and Public Works) 2025**

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**Contact us**

We are committed to continuous improvement. If you have any suggestions about how we can improve this document, or if you have any questions, contact us at [betterprocurement@epw.qld.gov.au](mailto:betterprocurement@epw.qld.gov.au).

**Disclaimer**

This document is intended as a guide only for the internal use and benefit of government agencies. It may not be relied on by any other party. It should be read in conjunction with the Queensland Procurement Policy, your agency’s procurement policies and procedures, and any other relevant documents.

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**Administration**

Version 1.1 of this document replaces all previous versions of this document and takes effect immediately.