

Lessons Learned: Benefits

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| Project Name: | Project XYZ |
| Project Manager: | Adam Tidwell |
| Lessons Learned Participants: | |
| Review Date: | MM/DD/YY |

Items for Review:

| Benefits | What did we do well? | What could we have done better? | Action Item | Owner | Due Date |
|---|-----------------------------------|---|--|------------------|----------|
| Increase CSAT from 50% to 55% by 11/30/18 | Customer loyalty program launched | | | | |
| Increase CSAT from 50% to 55% by 11/30/18 | Monitoring of CSAT scores weekly | | Expand monitoring tools to all depts. | Allison Clifford | 12/1/18 |
| Increase CSAT from 50% to 55% by 11/30/18 | | Price increase was launched in the middle of the effort so results were muddled | Measure CSAT after new baseline determined | Jake Hammill | 10/1/18 |
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Please provide miscellaneous comments, notes, ideas, suggestions or thoughts regarding the project, project stage, key milestones or lessons learned: