White Paper
Lessons Learned System - A Quick Overview
Author: David Woody – ZAETRIC®

What is *Lessons Learned System (LLS)*? A LLS is a valuable strategy that can save a company millions of dollars by allowing it to learn from previous mistakes and guard against repeating them.

A comprehensive LLS is a business tool that gives a company the power to learn and plan from past mistakes or achievements. The term "lessons learned" refers to experiences or insight, either positive or negative that can be used to improve future performance.

The LLS uses an interactive, objective data system to determine and communicate logical, causal facts and response solutions, making them easy to access and understand. The informational database is optimally accessed by all individuals to either input or access information.

A critical element of the database is how effectively it identifies cause and effect relationships, reports information and manager new data.

An effective Lessons Learned System should:

- Incorporate a consistent, workable, definition of rout causes that is based on objective, discernible, and verifiable qualities or characteristics.

- Use a consistent procedure for performing root cause analysis.

- Have the ability to deal with only causal facts in an objective, not subjective, manner.

- Provide a means of independently verifying information.

- Have a simple means to identify how and why experience occurred.

- Apply to all types of problems, including engineering, design process, operational, business system, behavioral, facility, customer, etc.

- Be easy to use without requiring special training.

- Allow information to be entered or retrieved electronically.

To be successful, a LLS must have management support and a commitment to following "Lessons Learned" methodologies at both the beginning and end of each business endeavor.