



**CUSTOMER ACCEPTANCE/PROJECT COMPLETION FORM**  
**20 DECEMBER 2020**

**Project Name:** HANDWRITTEN RECOGNITION PROJECT

**Project Manager:** TAN YI WEN

**I (We), the undersigned, acknowledge and accept delivery of the work completed for this project on behalf of our organization. My (Our) signature(s) attest(s) to my (our) agreement that this project has been completed. No further work should be done on this project.**

Name	Title	Signature	Date
Hannah Baker	Training Director		7/1/2021
Edward Kumar	Executive Director		7/1/2021

1. Was this project completed to your satisfaction?   **X**   Yes        No
2. Please provide the main reasons for your satisfaction or dissatisfaction with this project. The project met my expectation. The project team managed to build the Handwritten Recognition System within the specified timeframe and budget.
3. Please provide suggestions on how our organization could improve its project delivery capability in the future.  
Our suggestion would be improve communication on client by keep updating project.

Thank you for your input.

**LESSONS-LEARNED REPORT  
20 DECEMBER 2020**

**Project Name:** Handwritten Recognition Project  
**Project Sponsor:** Dato' Idham Khalid Bin Bakar  
**Project Manager:** Tan Yi Wen  
**Project Dates:** 30<sup>th</sup> January 2020  
**Final Budget:** RM 10 000

**a. Did the project meet scope, time and cost goals?**

Yes, the project meets both project scope and product scope as discussed in the proposal. We also manage to get the project done within the given time. However we did request for extra budget of RM 2000 to accomplish the project goals.

**b. What was the success criteria listed in the project scope statement?**

The following the success criteria listed in the project scope:

The project is considered success if we meet both project and product scope. The project scope to this project is the requirements of developing the project must consist of neural network and python programming domain.

The product scope includes we are able to finish the tool to be a handwritten recognition system which is based on neural network.

**c. Reflect on whether or not you met the project success criteria.**

Since none of us are expert in neural network and python programming, it will at least take a month to learn and become familiar with the domain. We are aware that learning the course might ruin the estimated time to get the project done within time. However, we manage to follow the neural network and python programming course and finish within time. The only thing we were bothered by is we were rushing to finish the course and start the project.

**d. What were the main lessons your team learned from this project?**

The most important lesson our team learned from this project is how teamwork plays the most important role to ensure that the project deliverables, scope and goals are achieved. Next, communication is the key to make sure that the project is progressing towards the right direction. If the team is unresponsive and not discussing things together, it can ruin the final product or the project might fail.