

PROJECT DOCUMENTATION

LESSONS LEARNED REPORT

Project: **E-Commerce Website for
Caramels and Almonds**

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PRINCE2

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1 Lessons Learned Report History

1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found on the project's PC in location

1.2 Revision History

Date of this revision: 11/08/23

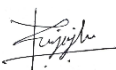

Date of Next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
11/08/2023	-	First issue	

1.3 Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

Name	Signature	Title	Date of Issue	Version
Dr Yasas Jayaweera		Project Board	13/08/2023	1.0
Pruthuvi Wijesinghe		Project Manager	13/08/2023	1.0
Miss. Senuthi Wijesinghe		Client	13/08/2023	1.0

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version
Pruthuvi Wijesinghe	Project Manager	13/08/2023	1.0
H.M.Pumudi Herath	Start-up Manager	13/08/2023	1.0
R.S Senarathna	Quality Manager	13/08/2023	1.0
A.S De Silva	Risk Manager	13/08/2023	1.0
Hasini Jayasekara Vithanage	Scheduling Manager	13/08/2023	1.0

Table of Contents

1 Lessons Learned Report History	2
1.1 Document Location	2
1.2 Revision History	2
1.3 Approvals	2
1.4 Distribution	3
Table of Contents	4
Lessons Learned Log	5
3 Purpose	5
4 Management/Quality Process Assessment	5
5 Deviations	6
6 Method/Tool Performance	6
7 Project Issues	8
8 Recommendations	8
9 Measurements of Effort	9
10 Statistics	11

Table of figures

Figure 9. 1: Measurements of effort.....	9
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List of Tables

Table 9. 1: Contribution to Caramels and Almonds project.....	10
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Lessons Learned Log

3 Purpose

This lesson learned document focuses on the lessons the team has learned during the project that will be useful in future projects. The document contains the management framework used, techniques, and methodologies. This document also consists of all the challenges that were faced by each team member.

4 Management/Quality Process Assessment

Throughout the duration of this project, a diverse range of approaches were thoughtfully employed to ensure successful outcomes. Among the pivotal elements that determined the effectiveness of project management, seamless communication and meticulous task allocation stood out. By consistently informing project team members of impending deadlines and responsibilities, an environment conducive to efficient management and quality control was established with remarkable ease. Demonstrating commendable dedication, team members consistently met task deadlines, diligently submitting assignments in a punctual manner. The continuous maintenance of the Trello board proved invaluable, offering a structured platform that facilitated adherence to the established timeline. The pivotal role of project manager encompassed not only supervising and overseeing the team but also ensuring alignment with the client's vision. A notable decision involved a shift in the project's trajectory, transitioning from the planned AI chatbot implementation to a manual chat system. This decision was diligently executed to meet the specific requirements of the client, ensuring that the project remained in alignment with their needs.

In the spirit of collaborative synergy, the project team worked cohesively to fulfill their respective roles, overcoming obstacles through collective determination. The astute guidance provided by the supervisor at critical junctures in each phase significantly contributed to the team's accomplishments. This cohesive teamwork allowed the group to overcome challenges, demonstrating remarkable problem-solving capabilities. Furthermore, the meticulous management approach significantly mitigated the risk of errors and delays, ensuring task completion in strict accordance with the established schedule. Despite the alteration in project scope, characterized

Lessons Learned Report

Date: 11th August 2023

by the substitution of the AI chatbot with a manual chat system, the team's unwavering dedication to excellence and adherence to effective management practices remained unwavering. The resultant project outcome stands as a testament to the harmonious collaboration, dynamic adaptability, and skillful management exhibited throughout the project's lifecycle.

5 Deviations

N/A

6 Method/Tool Performance

From the starting point to the final release, the team members used the PRINCE2 project management method to complete the project. All the required documents were prepared using the PRINCE2 documentation templates provided in BREO.

The software tools that the project team used are:

- WooCommerce
Used as a plugin for WordPress.

- WordPress
Used to code the entire project.

- Draw.io

Draw.IO was used to create UML diagrams for the project.

- Figma

The initial design of the system interfaces was done using Figma.

- Selenium

This is used to conduct quality testing.

- Github

A repository hosting service was used for the purpose of versioning the

Lessons Learned Report
documents.

Date: 11th August 2023

- Google Docs

Used for the purpose of documentation.

- MySQL

Used for the purpose of adding, accessing, and managing content in the database.

- Microsoft Office

Used for the preparation of documentation.

- Zoom

The project team uses the specialized video conferencing system Zoom Cloud Meetings for daily meetings.

7 Project Issues

Throughout the lifecycle of this project, a series of challenges emerged, casting a spotlight on critical aspects such as financial constraints. These challenges, though demanding, provided invaluable opportunities for growth, innovation, and adaptive problem-solving. One notable hurdle that demanded careful navigation was the financial aspect of the project. Budget constraints necessitated a thorough reassessment of resource allocation and expenditure, prompting a rigorous examination of cost-effective alternatives that could fulfill project objectives without compromising quality. This financial challenge was accompanied by the pivotal decision to deviate from the planned implementation of an AI chatbot. A deep-seated commitment to addressing the specific needs of our client led to the proactive substitution of an AI-chatbot assistant, a move that showcased our flexibility and unwavering dedication to delivering customized solutions. This transition, while demanding, demonstrated our ability to pivot swiftly and seamlessly in response to changing circumstances. Despite these challenges, our team remained resolute and resourceful, navigating each obstacle with a blend of ingenuity, teamwork, and meticulous planning. Additionally, the financial constraints prompted us to explore innovative cost-management strategies, fostering a creative approach that harmonized the need for quality with the realities of budget limitations.

In hindsight, these challenges served as transformative catalysts, driving us to not only confront difficulties head-on but also to emerge with solutions that were uniquely tailored and client-centric. The journey through these trials underscored our adaptability, creativity, and commitment to delivering exceptional results. By adeptly navigating financial constraints and redefining our approach to the chat system, we not only overcame challenges but also elevated the project's outcomes, setting a precedent for resourceful problem-solving and client-focused innovation within the domain of our enterprise.

8 Recommendations

- Understanding each team member's skill level in relevant areas is essential to increasing project productivity.

- After knowing their skills to work on each role, assigning members to the project roles such as project manager, startup manager, scheduling manager, quality manager, and risk manager should be done.
- In project management, using management tools like Trello may be quite beneficial.
- Appropriate communication technologies (Zoom meeting, WhatsApp group call) among the project team members allow for efficient and successful communication.

9 Measurements of Effort

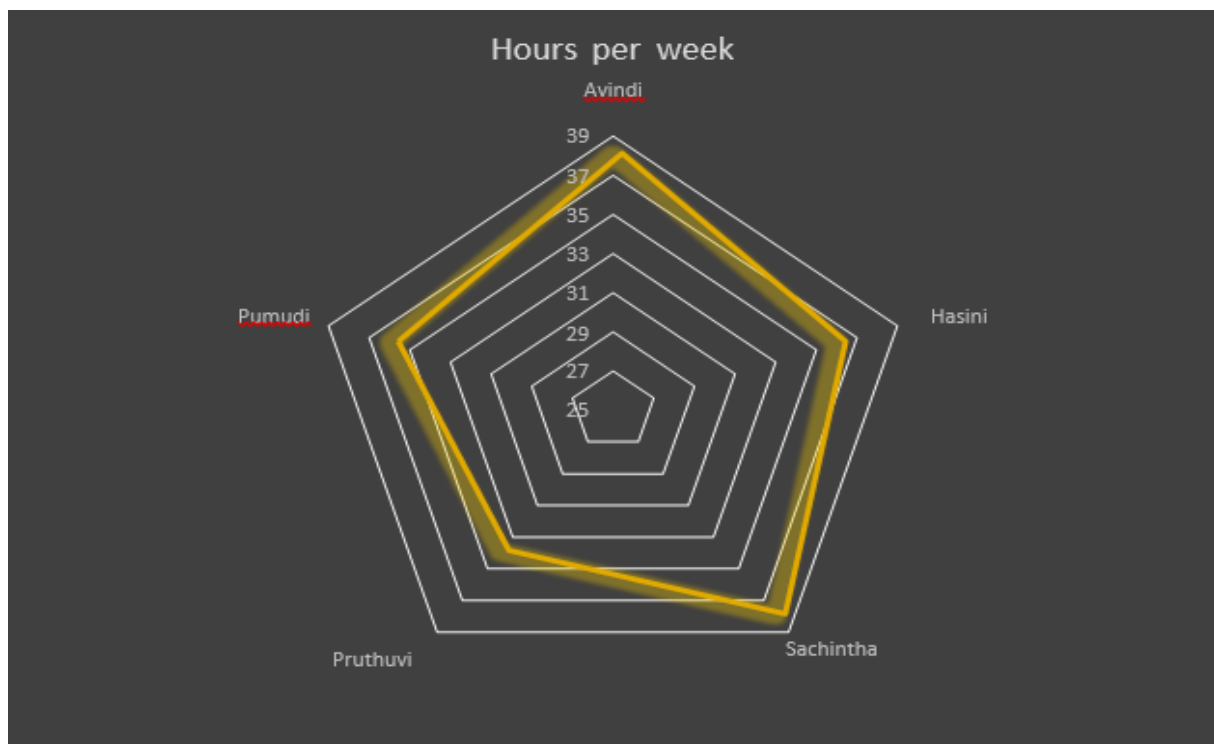


Figure 9. 1: Measurements of effort

Figure 9.1 indicates the effort of each group member on the project. The time is calculated by analyzing the completed tasks in each week by group members.

Table 9. 1: Contribution to Caramels and Almonds project

Member/Role	Assigned Tasks
Pruthuvi Wijesinghe (Project Manager)	<ol style="list-style-type: none"> 1. Responsible for the entire project. 2. Project planning 3. Team management 4. Identify the lessons learned throughout the project.
H.M.Pumudi Herath (Startup Manager)	<ol style="list-style-type: none"> 1. Facilitate effective communication between the client and project team. 2. Build a strong relationship with the client throughout the project. 3. Gathering and documenting the client's requirements. 4. Ensure client satisfaction throughout the project life cycle. 5. Allocate the necessary resources for the project team. 6. Define and manage the project scope.
R.S.Senarathna (Quality Manager)	<ol style="list-style-type: none"> 1. Ensure the delivery of a high-quality website. 2. Develop the project's quality management plan. 3. Identify areas that could be improved and recommend corrective actions. 4. Monitor the quality of the project deliverables. 5. Ensure the project documents are accurate and up-to-date. 6. Develop test plans and test cases.
A.S.De Silva (Risk Manager)	<ol style="list-style-type: none"> 1. Identify potential risks that could impact the project. 2. Develop risk mitigation strategies. 3. Monitor and track identified risks. 4. Prepare risk plans and logs. 5. Prepare qualitative and quantitative risk analyses. 6. Ensure continuous improvements in the project.

Hasini Jayasekara Vithanage (Scheduling Manager)	<ol style="list-style-type: none">1. Collaborate with the team members to develop the project plan and timeline.2. Provide reminders for upcoming deadlines.3. Responsible for scheduling and coordinating team and client meetings.4. Prepare meeting minutes.
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Table 9.1 lists all of the essential duties that have been given to each team member. All participants actively engaged and contributed to completing the task of the Caramels and Almonds E-commerce website project.

10 Statistics

Because it evaluates product quality using statistical techniques, quality assurance is crucial. This approach greatly improves output and performance while lowering human error.

The errors discovered after the initial test are listed below.

1. New users of the website were unable to register.
2. The website didn't display all the cake items correctly.
3. The website's styling varied depending on the device.
4. The checkout process was failed.

Total number of defects found by QA	Total no of defects rejected by customer /Dev team	Total number of errors found by customer	Test Effectiveness
5	2	0	30%

Test Effectiveness = (No. of defects Resolved / Total No. of Defects Submitted) * 100

$$= (5-2) / (10+0) * 100$$

$$= 30\%$$

