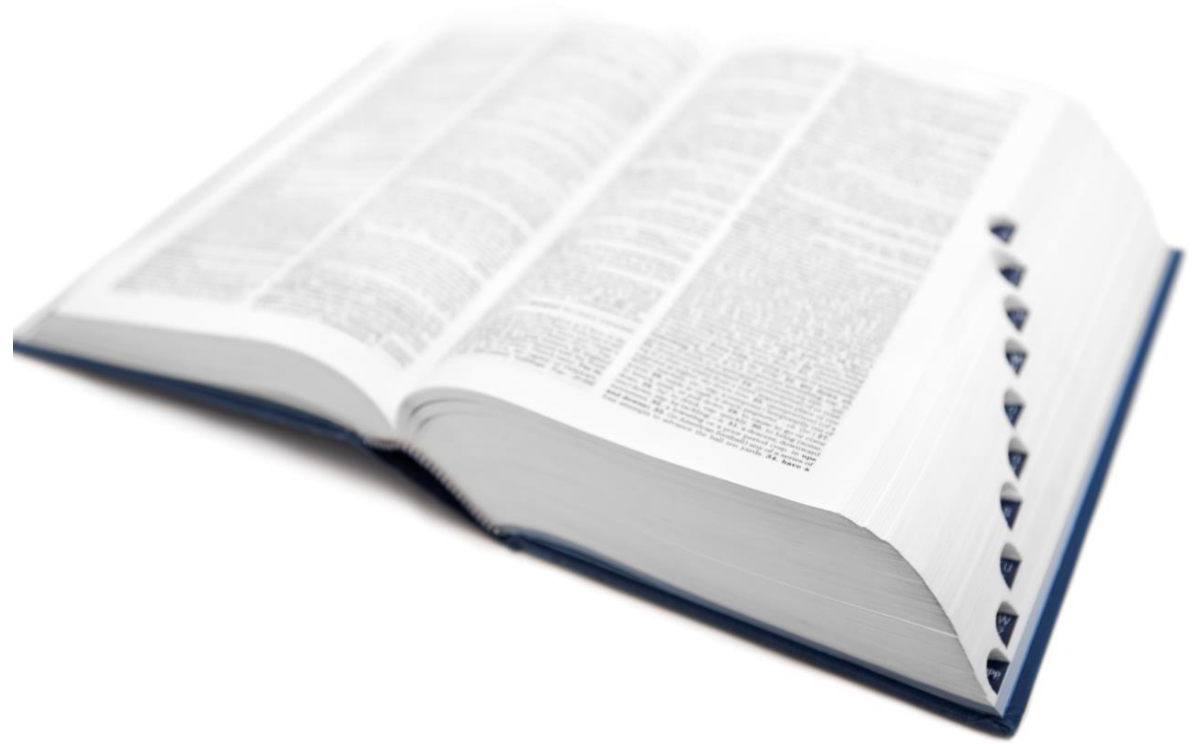


# **VOCABULARY**

## FROM TODAY'S SESSION



# Lessons Learned



## DEFINITION

The knowledge gained during a project which shows how project events were addressed or should be addressed in the future for the purpose of improving future performance.

# Lessons-Learned Register



## DEFINITION

A project document used to record knowledge gained during a project so that it can be used in the current project and entered into the lessons-learned repository.

# Lessons-Learned Repository



## DEFINITION

A store of historical information about lessons learned in projects.

# Servant Leadership



## DEFINITION

The practice of leading through service to the team, by focusing on understanding and addressing the needs and development of team members in order to enable the highest possible team performance.

# Key Performance Indicators (KPIs)



## DEFINITION

Metrics used to evaluate an organization's progress toward meeting its goals and objectives. Usually defined by organizational leadership.

# Earned Value Management (EVM)



## DEFINITION

A methodology that combines scope, schedule, and resource measurements to assess project performance and progress.

# Impediments



## DEFINITION

Situations, conditions, and actions that slow down or hinder progress.



# Obstacles



## DEFINITION

Barriers that should be able to be avoided or overcome with some effort or strategy.

# Blockers



## DEFINITION

Events or conditions that cause stoppages in the work or advancement.

# Conflict Management



## DEFINITION

Application of one or more strategies to deal with disagreements.

# Stakeholder Engagement Plan



## DEFINITION

Identifies the strategies and actions required to promote productive involvement of stakeholders in project or program decision making and execution.

# Organizational Theory



## DEFINITION

The study of how people, teams, and organizations behave

# Quality Management Plan



## DEFINITION

A component of the project management plan that describes how applicable policies, procedures, and guidelines will be implemented to achieve the quality objectives.

# Quality Audits



## DEFINITION

A process conducted by an external team that confirms the implementation of approved change requests including updates, corrective actions, defect repairs, and preventive actions.