*POST MORTEM FOR PROJECTS OR WORK*

*Write down everything they say to get their perspective on our work. This is a great time to identify if you are hitting your value metric!*  
*Ask open-ended questions and let them talk. We’ll always get more information than we expected!*  
  
***Adjust these to your value metric!***  
  
1) Project Outcome  
*This is where we list the customer’s goals they laid out at the project onset. Did we*  
*meet each one?*  
  
2) Scope of Work  
*This is where we re-identify the scope of our work. Do they feel we completed the task?*  
*Were they satisfied that we completed this scope?*  
  
3) What could have been improved about the experience?  
*This is where we seek to understand where any issues arose, and how we can improve*  
*them. What were the issues, and how would they want that experience to be different?*  
  
4) What was most valuable to you?  
*This is where we let them identify why we are valuable. Did we save them time, money?*  
  
5) Would you refer us for this or other work to your colleagues?  
*The BIG question! Were thy happy enough with us to refer us? Do they know of any*  
*opportunities immediate or on the horizon? Could we utilize this (maintaining*  
*confidentiality) as a case study? If they were unhappy, what can we do to improve the*  
*experience and show them how valuable they are to us!*