LESSONS LEARNED

Project Title: Online Food Delivery System   **Date Prepared:**

Project Performance Analysis

	What Worked Well	What Can Be Improved
Requirements definition and management	The requirements provided by the clients were clear and easily understandable.	We as a team could had a more dynamic approach for the client requirements.
Scope definition and management	Scope creation was on point and client provided us with the clear scope requirements so it worked well for us.	We as a team could have suggested more proactive features according to the client's requirements.
Schedule development and control	We developed schedule according to the client's requirements and we were on course to complete project on time even after making proposed changes.	We could have sat buffer time better with all changes in mind to complete project with best quality and on decided time period.
Cost estimating and control	We almost got the cost estimation on point on the basis, of the scope definition and we calculated cost and budget to near perfection.	The room for improvement in this section is that, for the future projects we can have some buffer in budget to approve and complete proposed changes in buffer.
Quality planning and control	We were able to meet all the requirements and complete this project as the same quality we planned to achieve prior starting this project. Our developers, were experienced and they developed both mobile application and website with great quality.	Initially we were not able to achieve for desired quality with the proposed changes but, our developers somehow managed to achieved it but, for the future reference we would like to make our projects with best quality even after making last moment changes.

Human resource availability, team development, and performance	We had ample amount of human resource with assigned roles available for this project and the team bonded well and developed well while working on this project and the whole team maintained high standard of performance throughout the project.	For the future project we would like to have a team with blend of both youth and experience and the required tools, so they can work well together to achieve desired results.
Communication management	All the project documents were drafted and were sent to all the concerned stakeholders. There was clear communication between us Project Managers, team members and all the stakeholders involved in this project.	Though we feel that there could be some improvement in the communication with all the stakeholders especially at the time of requesting changes. With this improvement we can have better quality of projects in the future.
Stakeholder management	All the stakeholders were correctly identified for this project and with the help of all the stakeholders we were able to complete project on time.	We could have a bit better understanding among all the stakeholders to avoid any last moment changes made to the project.
Reporting	All the departments that worked on this project made all the reports accurate and they were all on time.	For the future projects we would like to have more meeting time among all the stakeholders to analyze reports of the project and to plan further phases of the project according to the reports.
Risk management	We were able to identify the risks that occur during the development of this project and we were able to handle all the risks and complete whole project on time.	For the future projects, when we will identify risks, we would like to make enough analysis on that identified risks before coming to conclusion.
Procurement planning and management	All the projects' documents were well drafted and includes all the detail information about the whole project.	All the steps right from the start to the end of the project was well defined. But we would like to have minor changes in the schedules to add more

		buffer time to complete the project on time.
Process improvement information	Throughout this project we maintained our best standards to improve quality of the project and to deliver project on time.	We would like to upgrade our quality of service after making the final deliverables.
Product-specific information	We have created mobile application and e-commerce website for online delivery of the food. In this our project sponsor will collaborate with other restaurant owners and external delivery partners to come on board to deliver food to customer's home.	We would like to improve the layout of the website and application where top rated restaurants will be at top where worst rated restaurants will be at the bottom of the list.
Other	Our team performed well throughout the project.	For the future projects we would like to do our project well within budget and before decided time period.

LESSONS LEARNED

Risks and Issues

Risk or Issue Description	Response	Comments
Layout of website	We accepted proposed changes from stakeholders.	Changes were necessary to improve the website to make it more user friendly.
Layout of Mobile Application	We accepted proposed changes from stakeholders.	Changes were made to application by keeping customer's benefits in mind.
Payment Methods	We accepted proposed changes from stakeholders.	It was necessary to make changes in payment methods to make it more secure. So, the customers can easily use online payment methods without any worry.

Quality Defects

Defect Description	Resolution	Comments
Functions and features in mobile application.	We acknowledged that functions of mobile application need changes as it was not dynamic and user friendly.	We acknowledged proposed changes made by the stakeholders and we decided to approve those changes.
Online Payment methods.	We decided to make changes in payment methods to make it more secure.	It was necessary to make payment methods more secure to earn customer's trust.

Vendor Management

Vendor	Issue	Resolution	Comments
Restaurant Owners	Not convinced to come on board.	We resolve this issue by explaining the whole project details to our restaurant partners.	It was necessary to resolve this issue because without restaurants this system would fail.
External Delivery	Demanding more wages.	We compromised with delivery partners to resolve this issue by	It was important to resolve those issues as delivery partners is on of

Areas of Exceptional Performance	Areas for Improvement
Development Team	Scheduling
Testing Team	Cost and Budget