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Project Management, project planning, templates and advice

[COMPANY OR PROJECT LOGO]

<PROJECT NAME>

END PROJECT REPORT

VERSION <1.0>

<DD/MM/YYYY>

Project/Programme Name			
Project Sponsor			
Project/Programme Manager			
Start Date		Completion Date	

PART 1: PROJECT CLOSURE

PURPOSE OF THE PROJECT

<Explain what the project was expected to deliver, why the project was needed and what the long-term benefits have been or will be.>

OBJECTIVES ACHIEVED/NOT ACHIEVED

<Reference the objectives in the project initiation document and describe what has been achieved, and what has and has not been achieved with reasons. If there were any changes to the project objectives since the project initiation document was approved they should be documented here. If any benefits were realized during the life of the project they should also be documented here and measured if possible.>

ACCEPTANCES AND SIGN-OFFS *<Describe the sign offs that were completed and have been confirmed at the end of the project. For example user acceptance testing sign off, security and data protection approval legal sign off, milestone sign offs and any official contractually required closure certificates.>*

Sign-off received?	Milestone/Deliverable

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CHANGES INCORPORATED

<Using the change log document the changes that were approved after the project initiation document was signed off. For each change document the benefit, cost, time and quality implications of that change.>

OUTSTANDING RISKS AND ISSUES

<If any risks are relevant post go live or post project close they need to be handed over to the appropriate teams for inclusion in their operational risk management. The same goes for any outstanding issues and any outstanding requests for change that were unable to be implemented during the project lifecycle. For example, known defects or workarounds there are acceptable for go-live but need to be resolved in the future.>

POST PROJECT REVIEW

<Document the plan of action for the Post Project review with suggested timings, attendees and ownership. Check the benefits realisation plan to help determine the agenda and the timing of the review.>

PART 2: REVIEW OF THE EFFECTIVENESS OF PROJECT MANAGEMENT

GOVERNANCE

<Answer the following questions. How well was the project organised? Were roles and responsibilities clear? Did project team have the right mix of skill sets and authority to meet their project responsibilities? Was the business case used for decision-making throughout the lifecycle of the project? Were the stakeholders engaged and managed effectively? Was the communication management strategy effective?>

PLANNING AND CONTROL

<How good were the plans and estimates for resources? How good were estimates of effort, time and cost? Were the monitoring and control mechanisms timely and effective? Was governance and control at the right level?>

STAKEHOLDER MANAGEMENT

<Was stakeholder identification, management and engagement successful and effective? Did the stakeholders engage as expected?>

SUPPLIER MANAGEMENT

<Were the selection procedures appropriate and effective? Are supplier management processes and procedures effective? Were there any issues with supplier performance?>

QUALITY MANAGEMENT

<Did the deliverables meet the quality criteria? Did the team have the right skill mix to deliver quality deliverables? Were any errors or problems detected early enough to fix at lowest possible cost?>

RISK AND ISSUE MANAGEMENT

<How effective were the risk management processes and procedures? Did any issues occur that could have been predicted? Was the risk register effective? In this section it is worth considering what evidence there is that risk management prevented or reduced the impact of damaging events?>

PART 3: SHARING LESSONS LEARNED

RECOMMENDED GOOD PRACTICES

<Show examples of good practice from this project that can be shared with other future projects The table below may be helpful.>

Good practice to be shared with future projects	How will this be shared and when?	Owner	Update project methodology?
<i>[Start the enablement of customer sys admins early in the project lifecycle. Involve them in design sessions and encourage them to take part in configuration. This reduces onboarding time and fosters buy-in.]</i>	<i>[Via project management weekly meeting.]</i>	<i>[Project Manager]</i>	<i>[No]</i>

LESSONS LEARNED

<Document any examples of things that could have been done better, and document what will be done differently next time.>

Lessons to be shared with future projects	How will this be shared and when?	Owner	Update project methodology?
<p><i>[Define defect priority scale during start up and sign it off, along with agreement on % of issues/defects that will be acceptable to go live. For example</i></p> <p><i>“Scale – Mandatory, should have, nice to have, not a defect. 100% Mandatory need to be fixed but go live can occur with 80% should have.”]</i></p>	<p><i>[Via quarterly all hands meeting.]</i></p>	<p><i>[Program Manager]</i></p>	<p><i>]Yes]</i></p>

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