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Autore	Milton N. J (Nick J.)
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alone; The lesson needs to be easy to follow and well structured; How much context?; Who is the audience?; Attachments; Quality assurance and validation; Lessons must lead to action; 7 Taking action; Will there always be an action?; What sort of actions are needed?; How do you decide the action?; Who assigns the action?; Escalating the action; Closing lessons

8 Process ownership and process update Who owns the processes?; Local vs company process owners; The role of the process owner; Engagement with the learning cycle; Lessons workflow; Validation and escalation; Documenting processes; 9 Ensuring lessons and updated processes are re-applied; Broadcasting new lessons and process improvements; Process improvements and training; Process review as part of operations; 10 Technology to support lesson learning; Lesson repositories; Knowledge libraries; Publish and search technology; Tagging; References; 11 Sharing and seeking the unwritten lessons

Communities of practice Peer assist; Baton passing; Knowledge handover; Promoting conversation; 12 The governance of lesson learning; A governance framework; Make corporate expectations clear; Lesson learning systems; Monitoring and measurement; The supporting organisation; Reference; 13 The principles and processes of safety investigations; What happened and why?; The investigation process; The final report; 14 Learning lessons in networks at Mars, Inc; Learn from where we are; Learn from what we know; Learn from the past six months; Formalising the learning; Summary 15 Wikis as part of a learning system

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## Sommario/riassunto

The phrase "lessons learned" is such a common one, yet people struggle with developing effective lessons learned approaches. The Lessons Learned Handbook is written for the project manager, quality manager or senior manager trying to put in place a system for learning from experience, or looking to improve the system they have. Based on experience of successful and unsuccessful systems, the author recognises the need to convert learning into action. For this to happen, there needs to be a series of key steps, which the book guides the reader through. The book provides practical guidance to lea

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