



Template Guide

What is a Post Implementation Review?

A 'Post Implementation Review' (PIR) is an assessment of the overall success of the project. The PIR is conducted by closely reviewing the project's performance against the original plans and conformance against the original processes outlined for the project. The purpose of the PIR is not only to assess the project's level of success but also to identify lessons learnt and make recommendations for future projects to enhance their likelihood of success. The PIR results in a formal document which is held as the last record of the project.

The PIR document includes:

- An assessment of how the project performed against the benefits, objectives, scope, deliverables, schedule, expense and resource targets in project planning documentation
- A rating of the level of conformance against each of the project processes, including time / cost / quality / change / risk / issue / procurement / communications and acceptance management
- A full list of the project achievements
- Lessons learnt and recommendations for future projects.

When to conduct a Post Implementation Review

The PIR is always constructed at the end of the Project Closure phase, after the Project Closure Report has been approved and all project closure activities completed. Some companies wait for a period after the closure activities have been completed to enable the full business benefits to be realized before the PIR is undertaken. The PIR may be completed by either the Project Manager or (ideally) an independent resource which offers an unbiased opinion of the project's success. The PIR is presented to the Project Sponsor and/or Customer for approval and is also 'held on file' for future Project Managers to access and gain the learning generated by the project.

How to use this template

This document provides a guide on the topics usually included in a Post Implementation Review. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.