

Improve – Quality Principles

Learn from your mistakes and record your achievements, share both the good and the bad, we can learn and improve from both!

Learning

One facet of improvement is about **learning** from previous mistakes. In order to do this we need to share our mistakes or “lessons learned”.

Alerts and tools such as Yammer are great ways to immediately share knowledge with a community however they often only affect one “generation” then they are forgotten. They are also difficult to search through to find lessons learned from similar projects or types of work, meaning we can’t generate a list of “Watch Outs” to be aware of.

Therefore we need to use the **BPRE02-01 Lessons Learned and Communications Register**.

Lessons Learned and Communications Register (BPRE02-01)

The register allows:

- All lesson learned to be **recorded** on a **centrally accessible** register
- Others in the company to **browse lessons learned** - searching by area of the business, type of issues etc.

Using the Lessons Learned Register

Training

- There is a training course (QT07 Learning and Communications) on how to use the lessons learned register on the Development HUB, which can be accessed within Connect.
- The training is automatically assigned to new starters (if you have not been assigned the training please contact the SHEQ team)



Value Added

You can also record **Value Added** on the register. Value Added is where we have gone above and beyond as a business or used a new or innovative technique or technology to improve our ways of working. Make sure the good things you do are heard!

Reviewing Lessons Learned

Kick-off Meetings

Make sure reviewing previous lessons learned and Value Added is always an agenda item at any kick-off meeting

All Meetings

Have the Lesson Learned and Communications Register open and ready so you can input learning / value added as it is discussed. **Putting the information in is as important as getting it out!**

Improve – Quality Principles

Processes

Another facet of improvement is refining the “way we do things”, also known as our **Processes**.

Processes within the business are all mapped out as Flow Charts in The MWH Treatment Way, and each has a **Process Owner**, who is responsible for regularly reviewing and updating the process to ensure they reflect any changes and improvements including those in technology, best practice, legislation etc.

If you have any suggestions to improve our processes please contact your local SHEQ team or a Process Owner. Process Owners are detailed next to the relevant process on The MWH Treatment Way.

Questions

Q1: Where are lessons learned recorded?

Q2: What is value added?

Q3: Where can you find out who a process owner is?

