



# ON THE BRINK

## Lessons learned program and toolkit

### Reinventing the wheel

The concept 'lessons learned' denotes making explicit of experiences and insights for other people to learn. A lesson learned transfers knowledge about what does work in a certain situation and what does not.

Every employee is a valuable source of learning, knowledge, information, and better ways of working. Proper usage will generate advantages for the organization: for instance cost savings, improvement of safety, and increase of productivity.

### Objective

A lessons learned program seeks to identify, share, and use lessons learned (from daily operations) to improve effectiveness and efficiency of the business processes. The objective is to promote repetition of positive outcomes and to prevent recurrence of negative outcomes. A lessons learned program is a way for continual improvement of an organization.

### The benefits for your organization

The advantages of a lessons learned program are:

- the prevention or reduction of costs: by collecting and making available of lessons learned failures and mistakes can be avoided;
- time savings: collected lessons learned are easily searchable.

### Broad experience

On The Brink has broad experience with implementing lessons learned programs and knows which factors influence success.

### Interested?

Are you interested to start a lessons learned program in your organization? Please contact Dr. Paul van den Brink MBA, phone +31-6-50.438.437 or e-mail [think@onthebrink.nl](mailto:think@onthebrink.nl) for more information.