PROJECT REVIEW PROCESS
Meeting Format

This is a meeting format I often use after a major project is completed or as a regular weekly workgroup meeting. What it offers is an opportunity for each participant to brag on himself, confess to mistakes and forewarn the group on what to expect in the future. All of this disclosure is in a peaceful environment. Over time this leads to a more cohesive and cooperative group that is making fewer mistakes.

What we are continually searching for is what went right and what went wrong so we can improve ourselves.

Step 1. Put all of the guns on the back table. Let it be known that anything said cannot be used against you. Each person is expected to speak freely. All criticism is spoken against the system, workflow and mistakes. It should not be taken personally.

Step 2. Each person will take a turn sharing the following information:

A) Tell everything you did right.

- Unloaded two trucks, one by myself as I had no help with it.
- Calmed down the crazy lady that was going to sue us by giving her a free kitten.

B) Tell everything that you screwed up or had trouble with.

- Dropped milk cartons four times.
- Closed late four out of five nights due to big crowds coming into the restaurant at closing time placing large orders. I think they are on the night shift next door and are taking dinner breaks.
- I was Late for work two days this week. No big deal because no one comes to the restaurant at that hour anyway.

C) Forewarn of things coming up.

- Don't forget the Smith wedding dinner to be held Thursday.
  They were told we have two bathrooms and one is still out of order.
- My vacation starts on the 15th.

Step 3. Once a person has finished sharing, he is open to:

Questioning,

- Why didn't you say you needed help unloading the truck?

Suggestions,

- Maybe if we stopped ordering milk in those slippery quart bottles and instead ordered the half gallons with the handles.
- What if we open an hour later and close an hour later?

Reminders, etc.

- The job Procedure sheet covers this already. Read it.

Finger Pointing.

- You didn't tell about the fistfight in the cooler with your Mother In Law.
- You were late two more days you did not confess to.
- You put all of the receipts in alphabetical order. I need them in numerical order.

Step 4. After all have had a turn, go over:

General announcements,

Assignments - Normal

Assignments - needed to address changes from above process.

- I will check on the new hours.

- Bob, start ordering milk in gallons.

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