Basic Principle of Lessons Learned

“Lessons Learned is people reusing experiences of colleagues.”
What is Lessons Learned?

A Lesson Learned IS

- **Knowledge** or understanding which is gained by **positive** or **negative** experiences
- **Applicable** to a specific design, process or decision
- **Designed for reuse**
- Factually and technically **correct**
- **Positive impact on costs or failures and reinforcement of successes**
Lessons Learned

Informal Exchange

R&D Projects
Integration in PLC

Customer Complaints/8D
Integration in PRS

Lessons Learned

Reuse

Quality Automotive
Continuous Improvement
Ronald Breitkopf – Lessons Learned Program Manager
lessonslearned.conti.de
Lessons Learned Process

Released CA Process Lessons Learned V1.1
http://ca-pkit.auto.contiwan.com:8080/pkit/go/pelement.do?id=1489&type=Process&anon=1
Lessons Learned Workflow

- **8D**
- **Project Report**
- **LL Workshop**

**Draft**

**Lessons**

**Tracking**

- **create Lesson**
- **formal check**
- **evaluate**

**LL Administrator**

**Lessons Learned Specialist**

**Result of Evaluation**

**Valuable Lesson**

**Impact on “Daily Work”**
- e.g. Processes, Checklists, Design Guidelines, Reviews, ...

- **Benefit from Lessons**
  - Everybody

- **pull & push**
- **automatically**
- **publish**
- **integrate**

Integration Department evaluates impact on 'Basic Document'

Send to:
Reuse of Lessons Learned

- **Self-directed Alert-Function (daily or weekly)**
  be informed about new experiences in topics you are interested

- **Search in Lessons Learned Database**
  search for solutions at the beginning of a project, milestone or 8D to reduce your effort and to avoid failures

- **Presentation in Q-Meetings**
  take 1 - 3 recent Lessons Learned to discuss and spread important experiences regularly in your Business Unit

- **Excel-Checklists generated out of Lessons Learned DB**
  generate own checklists or use existing ones to document the consideration of Lessons Learned in an easy and structured way

- **Update of existing documents and processes**
  final target of Lessons Learned to assure automatic reuse of Lessons Learned by integrating them into standard documents and processes
Lessons Learned Survey July/August 2009

Overall importance of Lessons Learned for our company:
- Very high: 44
- High: 24
- Medium: 15
- Low: 5
- Very low: 6

Benefit of Lessons Learned in your daily work:
- Very high: 15
- High: 16
- Medium: 21
- Low: 18
- Very low: 10

Legend:
- Very high - 7
- High - 6
- Medium - 5
- Low - 4
- Very low - 3

Total responses: 252 / 1057 (24%)
Continental Automotive Lessons Learned Database

Every employee has access to the Lessons Learned Database.

You can search for published Lessons Learned and you can create new Lessons Learned.

lessonslearned.conti.de

In case of login problems insert your windows account name (e.g. auto\testuserx) and your windows password.
**Lessons Learned Example**

**For internal use only - Lessons Learned - DC-Motor optimization by improved design... | 2008.05.15 | Breitkopf, Ronald**

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**Title**

DC-Motor optimization by improved design / manufacturing process at supplier Bühler

**Experience Owner**

Pelfkoee_Franz

**Author**

Pelfkoee_Franz

**Specialist**

Hoehnig_Christoph

**Description**

Motor didn’t match to application requirements (shift by wire). Unsufficient motor-design / problems within suppliers manufacturing process caused isolating coating on commutator. This coating led to increased contact resistance which prevented motor from starting.

**Solution**

Implement corrective actions on
- motor design: coil / spring force / connection to coil
- suppliers manufacturing process
  (see attachments)

**Keywords**

Bühler-Motor, DC-Motor, LU Servomodul, Shift by wire

**Classification**


**Additional Language**

**Attachments**

200_V1_LU-Servo_Lessons_Learned_Duehler-Motor_engl_V02.pdf
Lessons Learned

Do Lessons Learned – turn experiences into results

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