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Post-Implementation Review Template

A practical review template for evaluating whether a commercialization, technology adoption, operational improvement, AI deployment, or change management initiative achieved its intended outcomes after launch.

Project Snapshot

Organization / Team	
Initiative / Implementation Name	
Implementation Sponsor	
Project Lead / Review Owner	
Go-Live Date	
Review Date	
Review Type	☐ 30-Day Review ☐ 60-Day Review ☐ 90-Day Review ☐ Post-Pilot ☐ Scale-Up Review

Purpose of the Review

- Determine whether the implementation achieved the practical outcomes promised during planning.
- Compare expected benefits, adoption, operational performance, user experience, and risk reduction against actual results.
- Identify unresolved issues, workflow gaps, training needs, ownership concerns, and follow-up actions before the initiative is considered stable.
- Capture lessons learned that can improve future pilots, commercialization projects, AI adoption efforts, or operational change initiatives.

Review Summary

Area	Status	Evidence / Notes	Follow-Up Needed
Outcome achievement	☐ On Track ☐ Mixed ☐ At Risk		☐ Yes ☐ No
User adoption	☐ On Track ☐ Mixed ☐ At Risk		☐ Yes ☐ No
Operational performance	☐ On Track ☐ Mixed ☐ At Risk		☐ Yes ☐ No
Sustainability / handoff	☐ On Track ☐ Mixed ☐ At Risk		☐ Yes ☐ No

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Implementation Goals and Outcomes

Use this section to compare what the project was supposed to accomplish with what actually happened after launch.

Original Goals vs. Actual Results

Original Goal / Expected Outcome	Baseline or Target	Actual Result	Met?	Evidence / Comments
			☐ Yes ☐ Partial ☐ No	
			☐ Yes ☐ Partial ☐ No	
			☐ Yes ☐ Partial ☐ No	
			☐ Yes ☐ Partial ☐ No	
			☐ Yes ☐ Partial ☐ No	

Benefits Realization Check

Expected Benefit	Measured or Observed Benefit	Evidence Source	Confidence Level	Next Step
Time savings			☐ High ☐ Medium ☐ Low	
Cost reduction or avoided cost			☐ High ☐ Medium ☐ Low	
Quality / accuracy improvement			☐ High ☐ Medium ☐ Low	
Customer, stakeholder, or user experience improvement			☐ High ☐ Medium ☐ Low	
Risk reduction / compliance improvement			☐ High ☐ Medium ☐ Low	

Outcome Review Checklist

☐ Original business case or project rationale is still valid	☐ Benefits are visible to stakeholders or users
☐ Success measures were defined before implementation	☐ Unexpected negative impacts have been documented
☐ Actual outcomes can be measured or credibly observed	☐ Follow-up owners are assigned for incomplete outcomes
☐ Data sources are reliable enough for review	☐ Leadership understands the current value and limitations of the implementation

Reviewer Notes

Key Finding	Implication	Recommended Response

Adoption and User Experience Review

Implementation success depends on whether people actually use the new workflow, system, process, or tool as intended. Use this section to assess practical adoption, behavior change, and user support needs.

Adoption Indicators

Indicator	Current Evidence	Status	Barrier / Concern	Action Needed
User participation / system use		☐ Strong ☐ Mixed ☐ Weak		
Correct workflow or process usage		☐ Strong ☐ Mixed ☐ Weak		
Training completion and confidence		☐ Strong ☐ Mixed ☐ Weak		
Leadership reinforcement		☐ Strong ☐ Mixed ☐ Weak		
Reduction in workarounds or old process use		☐ Strong ☐ Mixed ☐ Weak		
Help desk / support issue trend		☐ Improving ☐ Stable ☐ Worsening		

Stakeholder Feedback Summary

Stakeholder Group	Feedback Source	What Is Working?	What Is Not Working?	Requested Improvement
End users				
Managers / supervisors				
Customers / external partners				
Implementation team				
Leadership / sponsors				

User Experience Review Checklist

☐ Users understand what changed and why it changed	☐ Training materials reflect the real workflow after launch
☐ Users know where to find instructions, templates, or support	☐ Managers are reinforcing the expected behavior
☐ The new process is easier or more reliable than the old process	☐ User concerns are being addressed in a visible way
☐ Common questions and friction points have been collected	☐ Resistance or low adoption has an assigned response plan

Operational Performance and Risk Review

Use this section to evaluate whether the implementation is stable enough to sustain, expand, or hand off to normal operations.

Operational Performance Review

Performance Area	Before Implementation	After Implementation	Trend	Notes / Evidence
Cycle time / throughput			☐ Better ☐ Same ☐ Worse	
Error rate / rework			☐ Better ☐ Same ☐ Worse	
Cost or staff effort			☐ Better ☐ Same ☐ Worse	
Capacity / scalability			☐ Better ☐ Same ☐ Worse	
Data quality / reporting			☐ Better ☐ Same ☐ Worse	
Compliance / risk controls			☐ Better ☐ Same ☐ Worse	

Issue and Risk Log

Issue / Risk	Impact	Likelihood	Owner	Mitigation / Corrective Action	Due Date	Status
	☐ Low ☐ Med ☐ High	☐ Low ☐ Med ☐ High				☐ Open ☐ Monitoring ☐ Closed
	☐ Low ☐ Med ☐ High	☐ Low ☐ Med ☐ High				☐ Open ☐ Monitoring ☐ Closed
	☐ Low ☐ Med ☐ High	☐ Low ☐ Med ☐ High				☐ Open ☐ Monitoring ☐ Closed
	☐ Low ☐ Med ☐ High	☐ Low ☐ Med ☐ High				☐ Open ☐ Monitoring ☐ Closed
	☐ Low ☐ Med ☐ High	☐ Low ☐ Med ☐ High				☐ Open ☐ Monitoring ☐ Closed

Operational Stability Checklist

☐ Day-to-day process owner has been assigned	☐ Reporting and KPI responsibilities are assigned
☐ Escalation path is clear for unresolved issues	☐ Known defects, gaps, or risks have owners
☐ Support process is documented and communicated	☐ Security, compliance, or governance issues have been reviewed
☐ System or workflow documentation is current	☐ The implementation can be sustained without constant project-team intervention

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Lessons Learned and Sustainability Plan

Capture what the team learned and convert the review into practical decisions about stabilization, improvement, scale-up, or future implementation work.

Lessons Learned

Category	What Worked Well?	What Should Change Next Time?	Owner / Follow-Up
Planning and readiness			
Workflow design			
Communication			
Training and support			
Technology, data, or integration			
Leadership and governance			

Sustainability and Scale-Up Decision

Decision Area	Recommended Decision	Rationale / Evidence	Conditions or Next Steps
Continue as implemented	☐ Yes ☐ No ☐ Modify		
Stabilize before expanding	☐ Yes ☐ No ☐ Not Applicable		
Scale to additional teams or sites	☐ Yes ☐ No ☐ Later		
Invest in additional training or support	☐ Yes ☐ No ☐ Limited		
Revise workflow, technology, or governance model	☐ Yes ☐ No ☐ Minor updates only		

Post-Implementation Action Plan

Priority	Action Item	Owner	Due Date	Success Measure	Status
☐ High ☐ Med ☐ Low					☐ Not Started ☐ In Progress ☐ Done
☐ High ☐ Med ☐ Low					☐ Not Started ☐ In Progress ☐ Done
☐ High ☐ Med ☐ Low					☐ Not Started ☐ In Progress ☐ Done
☐ High ☐ Med ☐ Low					☐ Not Started ☐ In Progress ☐ Done

Final Review Notes

Final Assessment	Reviewer Notes
Overall implementation status	☐ Successful ☐ Successful with follow-up ☐ Partially successful ☐ At risk
Key remaining concern	
Recommended next review date	
Approval / Sign-off	Name: _____ Date: _____

Need help applying this tool? ScienceDocs supports commercialization, change management, AI adoption, grant strategy, and operational optimization.