|  |
| --- |
| Post Implementation review  Project name |



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TMR OnQ Template Version 3.0 (06/09/2017)

Project Summary

|  |  |
| --- | --- |
| 1. **Region/Unit** |  |
| 1. **Road Name/Location/Local Government** |  |
| 1. **Program** |  |
| 1. **Project Number** |  |
| 1. **Project Description** |  |

Document Control

|  |  |
| --- | --- |
| 1. Prepared by: | 1. Name |
| 1. Title: | 1. Job title |
| 1. Branch: | 1. Branch |
| 1. Division: | 1. Division |
| 1. Location: | 1. Floor, street, city |
| 1. Version no: | 1. 0.1 |
| 1. Version date: | 1. dd mm yyyy |
| 1. Status: | 1. Initial Draft/Consultation Draft/Approved Document/Minor Revision/Major Revision |
| 1. DMS ref. no: | 1. DMS reference number |
| 1. File/Doc no: | 1. File number/document number |

Version history

|  |  |  |  |
| --- | --- | --- | --- |
| **Version no.** | **Date** | **Changed by** | **Nature of amendment** |
| 1. **0.1** |  |  | 1. **Initial draft.** |
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|  |  |  |  |

Endorsement and Approval

Customer

I accept the recommendations of this report.

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name |  | | |
| 1. Position |  | | |
| 1. Signature |  | 1. Date |  |
| 1. **Comments** | | | |
|  | | | |

The following officers have **endorsed** this document:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name |  | | |
| 1. Position |  | | |
| 1. Signature |  | 1. Date |  |

*Add further names as required*

Report Author:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name |  | | |
| 1. Position |  | | |
| 1. Signature |  | 1. Date |  |

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| --- |
| Read this guidance text box before proceeding.   1. This template is used for evaluating the performance of an asset once the project that produced has long been completed. It seeks the wisdom of hindsight that was not available at the time project decisions were made. It draws on the project handover report that the project sponsor will have prepared and the customer will have signed, accepting the asset into operations. It does not seek the project management learnings as these will have been captured separately in the project completion report by the sponsor’s organisation at a time close to the project’s completion. Rather, it seeks learnings regarding the impact of the project’s operations upon future strategy. 2. Where the project was of a scale that requires a separate review team to be established, the Business – small project templates may be used for planning and control. This template contains no information to facilitate that process. It simply gives a report format.   Most sections contain guidance shown in yellow boxes and a content area denoted by a placeholder symbol Type here. Other sections contain draft text that needs to be reviewed and selected/amended/deleted as necessary.  When the template is complete and the guidance boxes removed, update the table of contents by  right-clicking and selecting ‘Update Field’, then ‘Update entire table’.  Once approved, this document should be managed in accordance with the Department of Transport and Main Roads Recordkeeping Policy.  To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

Executive summary

|  |
| --- |
| 1. Provide a summary of the main points of this report.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Purpose of this document
3. The purpose of this report is to

* evaluate the performance of the asset since it has been placed into service,
* determine whether it has served the intended purpose
* determine what the actual benefits have been to date
* determine whether the intended whole of life benefits are likely to be realised
* confirm/determine any changes to future network strategy and
* identify any issues with organisational processes.

1. Definitions

|  |
| --- |
| 1. In the table below, define any term the audience may not understand, including specific terms, abbreviations and acronyms.   To delete this guidance text box, double mouse click in the left margin and then press delete. |

| Terms, abbreviations and acronyms | Meaning |
| --- | --- |
|  |  |
|  |  |
|  |  |

1. Governance

Key roles

|  |
| --- |
| 1. Bring forward from the handover report. Component projects will add component management roles to the table below.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. The key project management roles were:

|  |  |
| --- | --- |
| 1. Project Customer | 1. [Name], [Position] (decision maker ‘owning’ the new asset) |
| 1. Project Sponsor | 1. [Name], [Position] (head of the delivery group) |
| 1. Concept Manager | 1. [Name], [Position] |
| 1. Program Manager | 1. [Name], [Position] |
| 1. Project Manager | 1. [Name], [Position] |
| 1. Advisory Group | 1. (optional) |

Project organisation structure

|  |
| --- |
| 1. Bring forward from the handover report. Did any issues arise here from interactions with other methodologies?   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Business and program benefits of the project

|  |
| --- |
| 1. Bring forward from the handover report.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

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Reviews and reporting

|  |
| --- |
| 1. Bring forward from the handover report. Did the reviews identify any issues that have not been subsequently addressed? Did the reviews miss any issues that have subsequently been found to be important?   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Project management method

|  |
| --- |
| 1. Bring forward from the handover report and outline any interoperability issues that may have occurred with any other methodology.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Project definition

Location

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| --- |
| Bring forward from the handover report.  To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Objectives

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| --- |
| Bring forward from the handover report.  To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

Delivery strategy

|  |
| --- |
| Bring forward from the handover report.  To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

Project performance measurement/success criteria/KPIs

|  |
| --- |
| 1. Bring forward from the handover report and comment on whether these adversely affected the quality of the delivered product or its subsequent operating costs.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Product performance measurement/success criteria/KPIs

|  |
| --- |
| 1. Bring forward from the handover report and evaluate whether the desired targets look likely to be achieved.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Project scope

In scope

|  |
| --- |
| 1. Bring forward from the handover report.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Out of scope

|  |
| --- |
| 1. Bring forward from the handover report.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

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Constraints

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| --- |
| 1. Bring forward from the handover report.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

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Assumptions

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| --- |
| 1. Bring forward from the handover report.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Related projects/proposals/planning studies

|  |
| --- |
| 1. Bring forward from the handover report.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Urgency

|  |
| --- |
| 1. Bring forward from the handover report. Did this adversely affect the quality of the delivered product or its subsequent operating costs.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Stakeholder impacts

|  |
| --- |
| 1. Bring forward from the handover report.   Have any internal or external stakeholders been impacted in ways not anticipated in the handover report? or in ways that were not expected? Have any stakeholder issues arisen during operation of the asset?  To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Project cost

|  |
| --- |
| 1. Bring forward from the handover report the final total cost and BCR. Assess the benefits actually being realised and reassess the BCR.   To delete this guidance text box right-mouse click within this box, select Delete Rows. |

1. Type here
2. Project performance analysis

Data collected before project

|  |
| --- |
| 1. Report/summarise/bring forward whatever data collection was done by the customer organisation before the project was initiated to enable measurement against the success criteria/KPIs in Section 4 above.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Data collected/issues occurring after project completion

|  |
| --- |
| 1. Report the data collection done since the project was completed. Also identify here any issues with operation of the asset.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Benefits evaluation

|  |
| --- |
| 1. Compare the results of the above two data sets and draw conclusions. 2. These may be compared qualitatively and/or by using the first table below for business projects, and the second for infrastructure projects. The latter table shows success criteria arranged in a ‘Triple Bottom Line’ approach. Amended as appropriate and delete whichever table is not used. Business projects may consider adapting some of the infrastructure measures. 3. Additional criteria may be evaluated that were not considered before the project commenced, although this can cause difficulties with absence of ‘before’ data. 4. Also identify achievements, successes and failures in the project’s product’s ability to deliver the expected benefits, and the factors that may have caused these. 5. Review current network strategy and/or organisational processes and evaluate whether any changes to strategy or processes are required.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

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| --- | --- | --- | --- | --- | --- |
| **Benefit/Success Criteria** | **Measurement Method** | **KPI** | **Starting value** | **Target** | **Actual** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Economic, social and environmental benefits**

| Benefit/Success criteria | Measurement method | KPI | Starting Value | Target | Actual |
| --- | --- | --- | --- | --- | --- |
| **Economic - facility** | | | | | |
| Benefit/Cost Ratio | Projection from actual traffic volumes | BCR |  |  |  |
| Improves development opportunities & economy of region by improving accessibility | Qualitative | Y/N |  |  |  |
| Reduced congestion and travel times between X and Y by …. minutes | Time | min |  |  |  |
| Demand on facility on opening, after settling in | Traffic counts | vpd |  |  |  |
| % heavy vehicles on facility on opening, after settling in | Traffic counts | % of total traffic |  |  |  |
| Demand on alternate routes on opening, after settling in | Traffic counts | vpd |  |  |  |
| % heavy vehicles on alternate routes on opening, after settling in | Traffic counts | % of total traffic |  |  |  |
| Anticipated demand on facility at its design life of…. years | Traffic counts | vpd |  |  |  |
| Anticipated % heavy vehicles on facility at its design life of…. years | Traffic counts | % of total traffic |  |  |  |
| **Economic - operations** | | | | | |
| Delays due to congestion | Time | min |  |  |  |
| Operates without tunnel flooding | TMC advice | No of closures |  | 0 |  |
| Design life | Defects | Design life, as modified by defects |  | 30/50/100/ more? yrs |  |
| Flood immunity |  |  |  | Q50? |  |
| Average annual maintenance costs |  | $ spent |  |  |  |
| Time closed due to maintenance incl cleaning, landscaping, graffiti removal, vandalism, M&E maintenance & general mtnce |  |  |  |  |  |
| Maintenance accidents |  |  |  |  |  |
| Effective handover from project to Region | Operations manual and M&E equipment manuals | % prepared, complete & accurate |  | 100% |  |
| Handover Report documented | Report completed and approved | Y/N |  |  |  |
| Completion Report documented | Report completed and approved | Y/N |  |  |  |
| Quantity of Remedial works required during DLP | Contractor/Region? TMC records?? | No or $ value |  |  |  |
| Quantity of Remedial works completed during DLP | Contractor/Region? TMC records?? | % |  | 100 |  |
| Project valuation completed, written onto asset register & included in depreciation schedule |  | Y/N |  |  |  |
| Ongoing maintenance responsibilities agreed & in place |  | Y/N |  |  |  |
| Ongoing risk management process established and operating |  | Y/N |  |  |  |
| Emergency management plans in place covering flood, fire, motor vehicle accidents, aircraft crashes |  | Y/N |  |  |  |
| Operational performance measures determined and being measured |  | Y/N |  |  |  |
| **Social** | | | | | |
| New/missing link made available for service |  | Qualitative |  |  | Achieved |
| Accident types on facility |  |  |  |  |  |
| Accident severity on alternate routes |  |  |  |  |  |
| Frees road space on other links for other PT/ped/cycling opportunities | Qualitative | Y/N |  |  |  |
| 100 km/h speed limit | Technical | Y/N |  |  |  |
| **Environmental** | | | | | |
| Reduced vehicle pollution by ….% due to efficiency gains in vehicle use. |  | % |  |  |  |
| Groundwater …. |  |  |  |  |  |
| Lakes impact |  |  |  |  |  |
| Flora |  |  |  |  |  |
| Fauna |  |  |  |  |  |

1. Recommendations

|  |
| --- |
| 1. Make recommendations to either continue current network strategy and/or organisational processes or make changes to these.   To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Annexures

|  |
| --- |
| Annexures as may appropriate.  To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

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