

Lessons Learnt Questionnaire



Before planning your future, you need to properly understand where you are and where you have been; what is working and not working; and what is sustainable over a longer period of time. We have therefore created this Lessons learnt questionnaire to help you and your organisation plan your next steps for recovery from the current disruptions caused by Covid-19.

This questionnaire is a great starting point to engage personnel within your organisation, alongside instilling confidence that their thoughts and opinion are being considered to help shape the working environment post COVID-19. The feedback gathered can be used for many useful next steps including strategy planning meetings with your organisation's senior management, formal incident reports for regulators, as well as feedback meetings and reports for staff and other key stakeholders.

The questionnaire can be used to gather information for as many or as few of your staff and stakeholders as you feel appropriate. Distribute this template to your senior management, Department Heads, Business Continuity Manager & Champions, and other key stakeholders as appropriate, asking them fill out the questionnaire honestly and impartially to begin assessing your Covid-19 response effectiveness.

Don't wait until 'things calm down' before you start the lessons learnt process, as in the current climate that may well be a long way away. Gathering information regarding the initial incident response now will be critical in ensuring the appropriateness and reliability of the feedback given. Discovering now, and in turn quickly remediating any major issues caused by your Covid-19 incident response may also be critical in ensuring your business is ready to perform effectively over this continued period of disruption.

If you need any help implementing this lessons learnt questionnaire or any other Covid-19 recovery activities then please feel free to contact one of our team for assistance.

Jordan@standbyconsulting.com

www.standbyconsulting.com

Name:	
Department:	
Date:	

Communications and Initial Notification

1)	The initial communications from (organisation) helped me to understand the basic situation and risks related to COVID-19.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

2)	The initial communications from (organisation) helped me to understand the measures in place to keep myself and the team safe with regards to COVID-19.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

3)	The initial communications from (organisation) helped me to understand the steps being put in place to protect business operations.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

4)	Ongoing instructions have been clear and easy to understand.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

5)	What lessons have been learnt to maintain prioritised services?				
	Comment:				

Organizational Business Continuity Actions

6)	The steps taken by (organisation) have been effective in protecting the business from harm due to COVID-19.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

7)	The resources utilised are as expected from our BIA and BCP.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

Department actions

8)	What were the key actions taken within your department to adapt to the current situation?				
	Comment:				

9)	If any, what extra/different resources have you used within your department during this time to maintain service levels?				
	Comment:				

10)	If any, what workarounds are being used within your department to maintain prioritised services?				
	Comment:				

Ongoing Operating Effectiveness

11)	I have the technology I need to help me stay connected to my manager and team when working remotely and I am clear on my roles and responsibilities during this period.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

12)	My direct suppliers are currently in a strong position.				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree
	What is the impact if they fail?				

13)	The current solutions in place are sustainable for a longer period of time (more than 6 months)				
	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree

14)	Have you considered what you are going to do with non-prioritised activities that have been suspended?				
	Yes		No		
	If yes, what has been planned?				

Further comments

15)	Are there any other comments you wish to make about the past, present or future management of the current COVID-19 situation by (Organisation)				
	Comment:				

How can Standby Consulting help?

Standby Consulting are specialists in organisational resilience based out of New Zealand and the Middle East with a presence in Bahrain, UAE and Saudi Arabia. With a wide range of experience across most business sectors, Standby are here to support your organisation in the development and implementation of your critical Business Continuity, Disaster Recovery and other resilience activities. We help our clients and partners by offering independent, honest, and experienced advice to ensure that all of your bespoke resilience needs can be met in a timely and cost-effective manner.

At Standby Consulting we like to work closely with our clients to truly understand their business environment and their ultimate requirements. We feel really listening to the client in this way helps us to truly offer the most cost effective and bespoke solution for each and every organisation.



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Company Registration Nr 686787
NZBN 9429038448591

Head Office

P O Box 5649
Moray Place
Dunedin 9058
New Zealand

Phone: +64 3 471 9464
Mob +64 21 619464
Email: info@standbyconsulting.com
Web: www.standbyconsulting.com

Middle East Office

Standby Consulting Limited (Middle East)
CR 64959
Office 2920
Level 29
United Tower
Road 4609
Bahrain Bay
Kingdom of Bahrain

Ph Office +973 1655 5076
Fax +973 1655 5077
Ph Mob +973 39187293