## S3P3-5: Pilot Retrospective Template

**Purpose:**
Provide a structured debrief format for staff and managers at the end of the pilot. Captures what worked, what didn't, and what

### Example Table – Retrospective Prompts

| Question | Notes / Reflections | Score (0–10) | Agreed Action |
|---|---|---|---|
| Did the customer journey map feel realistic in practice? | Staff noted invoice step felt disconnected from real billing process. | 6 | Finance team to revise billing handoff. |
| Were the tools and materials easy to use? | Managers liked the CJM Canvas; found survey templates too rigid. | 7 | Create flexible version of mini-surveys (S3P3-3). |
| Did teams feel ownership of the process? | CS staff felt engaged; Ops less so due to late involvement. | 5 | Include Ops earlier in next co-workshop cycle. |
| Were quick adjustments made when feedback misfired? | Several changes logged in Response Adjustment Tracker (S3P3-4). | 8 | Keep live tracker in full rollout. |
| Did the process build trust and belief with staff? | Staff said "better than last time" but still cautious. | 6 | Strengthen "You Said, We Did" comms cycle. |
| Overall, how valuable was the pilot? | Broadly positive but uneven across touchpoints. | 7 | Scale with adjustments; monitor invoice step closely. |

**How to use:**
Run retrospective sessions by function and by pilot site.
Combine scores with narrative feedback for a rounded view.
Feed actions into Iteration Tracker (S2P5-2) and Governance Review (S3P5-5).

**What's Different from Standard Retrospectives:**
Anchored in ARP (Action vs. Response vs. Value).
Explicitly links reflections to measurable changes in the journey.
Focused on scaling readiness, not just closure.

**Uses:**
Build an evidence base for executive decision-making on rollout.
Capture lessons learned while they are fresh.
Create accountability for changes before expansion.