

## The End Is Just the Beginning: The Importance of Project Post-Implementation Reviews

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**Abstract :** Success means different things to different people. For us, project managers, it becomes even harder to find a definition. Many factors have to be included in the evaluation. Moreover, literature is not very helpful, lacking consensus and neutrality. Post-implementation reviews (PIR) can be an efficient tool in evaluating how things worked on a certain project. Despite the visible progress, PIR is not a very detailed subject yet and there is not a common understanding in this matter. This may be the reason that some organizations include it in the projects' lifecycle and some do not. Through this paper, we point out the reasons why all project managers should pay proper attention to this important step and to the elements, which can be assessed, beside the already famous triple constraints: cost, budget, and time. It is essential to take notice that PIR is not a checklist. It brings the edge in eliminating subjectivity and judging projects based on actual proof. Based on our experience, our success indicator model, presented in this paper, contributes to the success of the project! In the same time, it increases trust among customers who will perceive success more objectively.

**Keywords :** project, post implementation, review, success, indicators

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