Compliance 101 – Postmortem

XYZ Company

**Things that went well**:

1. Good collaboration with the SME – healthy give and take. Willing to hear reasons behind ID decisions.
2. Use of simple corporate icons worked well. Would definitely use these in another project. Easy to manipulate and plenty of options.
3. Reviewers provided feedback in timely manner.

**Challenges**:

1. Video team took a long time to turn around the 3 videos for the course. Part of that was managing expectations. If work with Video team again, make sure document clear goals and deadlines (and follow-up with them).
2. Confusion on course go-live date. Make sure communication is consistent for all parties (me, SME, Marketing, PM, my supervisor).
3. Images from Corporate Comms team were lacking in diversity. Spoke with Jen in CC and she apologized and sent over a better sample to choose from. Takeaway: Don’t be afraid to ask for better!

Overall this project went well. The main challenges revolved around communication issues between everyone involved. Note to work on this in future projects.