

After Actions Review (AAP) fact sheet 16/001

NB: this an AAR that actually took place, the name of places were changed to imaginary locations

Event: Complex situation leading to a late departure of a car and a team for an assessment in the North of *Ashtanga* planned to last 5 days.

Date: 13/09/2016

Duration of the team AAP exercise: 40 min + 15 min for the facilitator to compile that fact sheet

What was supposed to happen?

The team in charge of the survey was supposed to leave 6h30 to the North with materials.

All arrangements were supposed to happen yesterday afternoon / evening.

What actually happened?

All team left with materials at 9h30

Some of the arrangements were finalized this morning only.

Why were there differences?

The team left with a MSF car and not (as initially planned) with a rented car. The first showed up rented was wearing run out tires, the rental company kept promising other / better car until the very last end of the day but didn't commit. The decision was taken to use MSF car but then it was too late to prepare the car properly.

- Refuelling occurred between 7h30 and 8h00 instead of yesterday evening.
- Fuel card top up (for re-fuelling up North) was done this morning (thus it was not a critical disabler element to leave earlier as the card can be credited at distance).
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Supply and Pharma departments released the requested materials late yesterday evening (at closing time) and it wasn't loaded into the car.

Perdiem agreed / signed and collected yesterday evening showed this morning:

- Error calculation.
- To be too short, based on previous experience (latest *Selo* cholera intervention), to cover the cost of living (food in restaurant). Discussion / negotiation occurred among several persons involved before a consensus could be found about using “emergency money” held by the team leader to cover any discrepancy between per diem/allowances and real cost of live / expenses to be met on the field later.

What can you (we) learn from this ?

- Plan, prepare everything a day before the actual date.
 - o Vehicle refill.
 - o Loading of the vehicle.
 - o Check with administration, drivers per diem calculation is correct.
- Make sure the ones involved in the trip should know and agree each others about practical details (such as, team departure time, night driver collection time etc...).
- Hear other people’s ideas and opinions before reaching conclusion.
- It is a challenge for us to organise a departure at 6h30 when agreeing the day before at 9h00 such a departure.
- Orient all drivers to get straight to the right person who can deal with a solution in case of difficulties / problems when they arise.
- Get to know the overall and detailed loading, refuelling, administrative, etc...procedures or processes.
- Rented car companies are not reliable in term of quality of services (commitment to their promises) and quality/safety of vehicles.
- Think first of using MSF cars for long distance drives rather than rented vehicles.

Shall other people, than the group involved in that event, be offered that learning exercise ? whom ?

Yes, because such events will happen again and others (all departments and projects) are somewhere involved and can benefit from the learning.