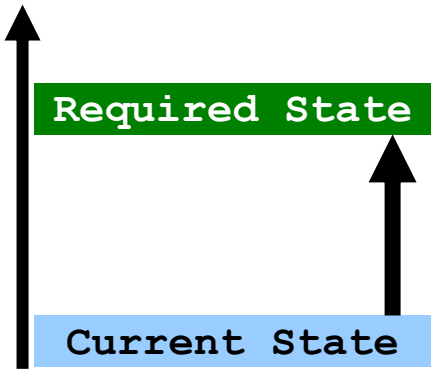
Continuous Improvement Toolkit

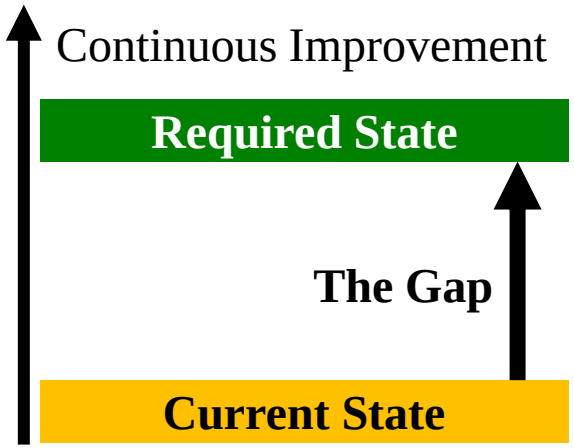
GAP Analysis




Managing Risk
PDPC
FMEA
RAID Logs
Fault Tree Analysis
Risk Assessment*
Traffic Light Assessment
Deciding & Selecting
Pros and Cons
Importance-Urgency Mapping
Break-even Analysis
Cost Benefit Analysis
Force Field Analysis
Voting
Pugh Matrix
Decision Tree
QFD
Matrix Diagram
TPN Analysis
Kano Analysis
Prioritization Matrix
Critical-to Tree
Paired Comparison
Cause and Effect Matrix
Pareto Analysis
Planning & Project Management*
RACI Matrix
Stakeholder Analysis
PEST
PERT/CPM
Activity Diagram
SWOT
Roadmaps
Project Charter
Gantt Chart
PDCA
Control Planning
Gap Analysis
Hoshin Kanri
Kaizen
How-How Diagram
Tree Diagram**
Standard work
Lean Measures
KPIs
OEE
Capability Indices
MSA
RTY
Descriptive Statistics
Cost of Quality
Probability Distributions
ANOVA
Reliability Analysis
Graphical Analysis
Hypothesis Testing
Understanding Cause & Effect
Confidence Intervals
Design of Experiments
Scatter Plot
Correlation
Regression
5 Whys
Chi-Square Test
Multi-vari Charts
Relationship Mapping*
Fishbone Diagram
TRIZ***
Identifying & Implementing Solutions***
Simulation
TPM
Mistake Proofing
Pull Systems
JIT
Ergonomics
Work Balancing
Automation
Bottleneck Analysis
Visual Management
Flow
Value Analysis
5S
Waste Analysis
SMED
Time Value Map
Process Redesign
Understanding Performance
Run Charts
Control Charts
Benchmarking
Sampling
Focus groups
Interviews
Photography
Check Sheets
Measles Charts
Questionnaires
Brainstorming
Analogy
SCAMPER***
Nominal Group Technique
Mind Mapping*
Affinity Diagram
Attribute Analysis
IDEF0
Value Stream Mapping
SIPOC
Flow Process Chart
Process Mapping
Data Collection
Critical Incident Technique
Observations
Lateral Thinking
Visioning
Creating Ideas**
Flowcharting
Service Blueprints
Designing & Analyzing Processes

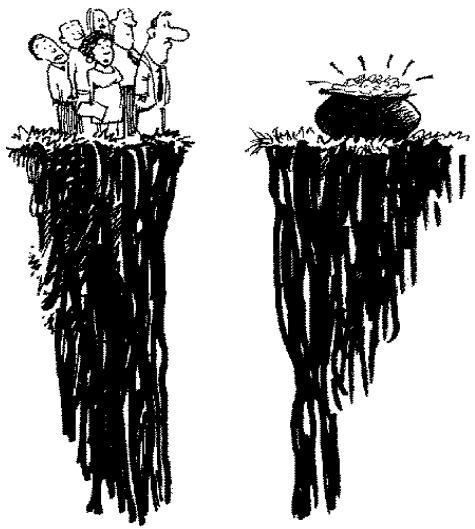
- Gap Analysis

- Gap Analysis compares two things, what is with what should be.
- It often helps comparing two different states of something:
  - E.g.: The current state with the future state.
- Once the gap is identified, an action plan can be developed to bridge the gap.



- Gap Analysis

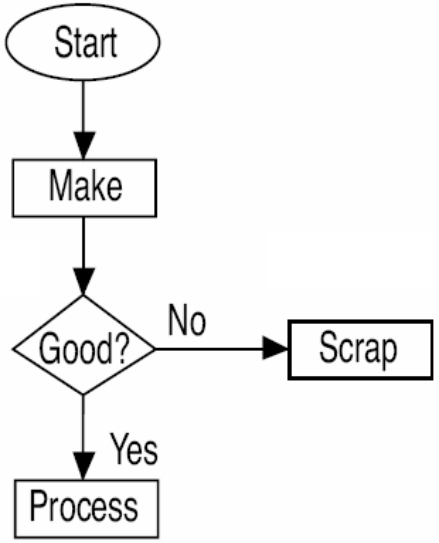
- Gap Analysis compares the actual performance of a company against the potential or desired performance.
- It allows to determine if a company meets the desired level of performance, and if it doesn't, find ways to improve.
- It is also useful when working with any project management approach.
- It could be used at any stage of a project to analyze progress.
- It is most useful at the beginning of a project when developing the project charter.



- Gap Analysis

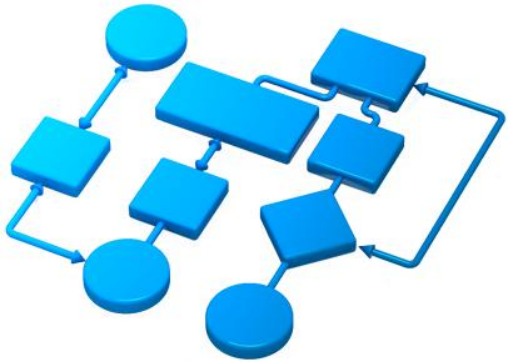
Process Improvement:

- Gap Analysis can be used to compare an existing process to a process performed elsewhere.
- This can help to determine if the process needs to be simplified, streamlined or redesigned.
- You need to compare both processes step-by-step and note the differences.
- You need then to try to bridge the gap and reach your objectives.



- Gap Analysis

To Conduct a Gap Analysis:

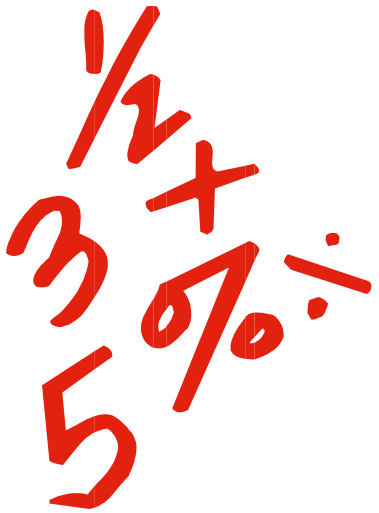


- Identify what you need to achieve.
- Understand the current situation:
  - Who has the knowledge that you need?
  - Is the information documented somewhere?
  - Is there is a need to conduct brainstorming sessions?
  - Do you need to use other data collection tools (e.g. focus groups).
- Identify the desired outcome:
  - Is there is a need to conduct benchmarking studies?
- Identify and document the gap.
- Identify how to bridge the gap.

- Gap Analysis

Performance Indicators:

- Gap analysis is conducted to address the unsatisfactory performance of a process.
- It is common to use performance indicators to compare the current performance against targeted performance.
- You can use these indicators at any point in the project life cycle.



- Gap Analysis

Example – The food takes too long to be served.

Identify Objectives	Current Situation	Desired Outcome	The Gap
1- Reduce food preparation time without affecting quality.	1- The food takes on average 14 minutes to be served.	1- The food should be served within 11 minutes of ordering.	1- Three minutes.

Actions / Requirements

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