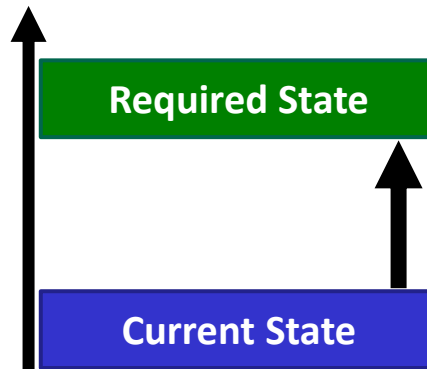
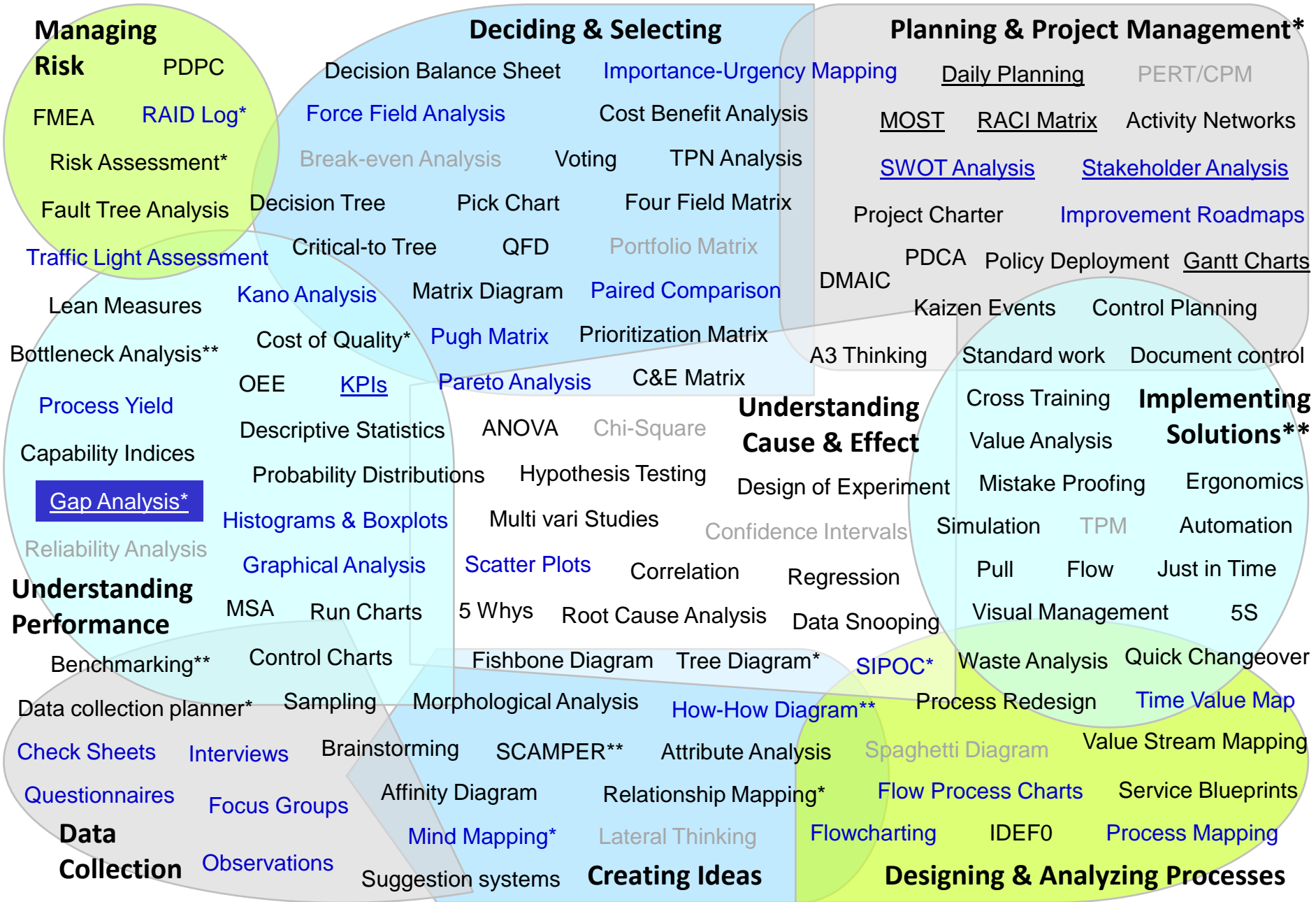


Continuous Improvement Toolkit

Gap Analysis

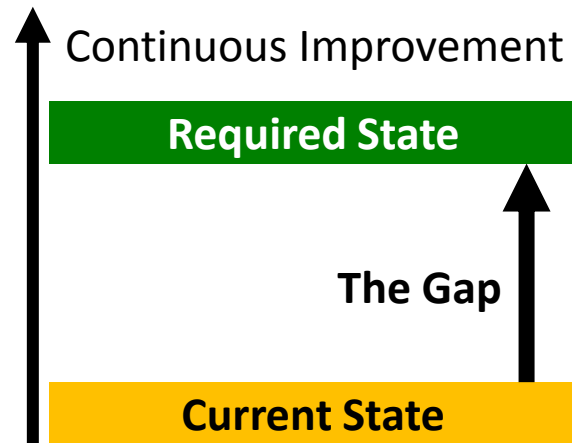


The Continuous Improvement Map



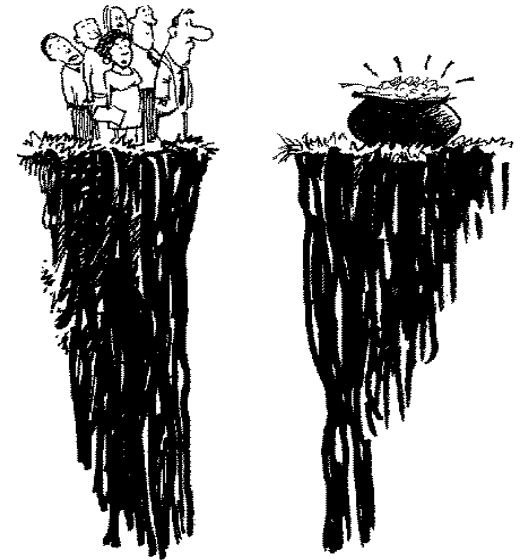
- Gap Analysis

- ❑ Compares two things, what is with what should be.
- ❑ 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

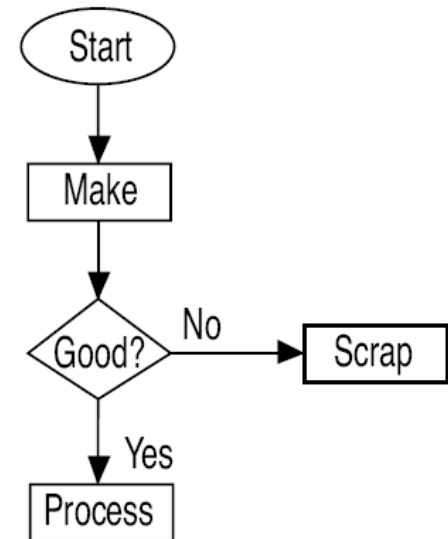
- ❑ Used when comparing the actual performance of a company against the potential or desired performance.
- ❑ Used when working with any project management approach:
 - To analyze progress at any stage.
 - Most useful at the beginning of a project when developing the project charter.



- Gap Analysis

Process Improvement:

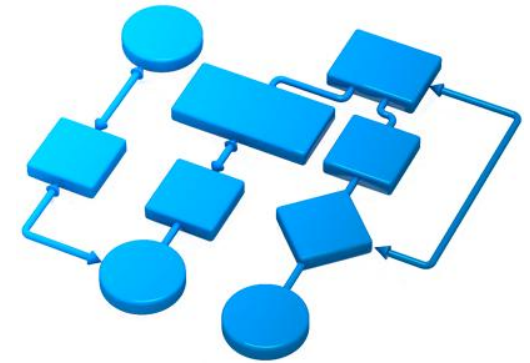
- ❑ Used when comparing an existing process to a process performed elsewhere.
- ❑ Helps to determine if the process needs to be simplified, streamlined or redesigned.
 - You need to compare both processes step-by-step and note the differences.
 - You need then to bridge the gap and reach your goals.



- 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 may use these indicators at any point in the project life cycle.

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- Gap Analysis

Example – The Food Takes Too Long to be Served

Identify objectives

1- Reduce food preparation time without affecting quality.

Current situation

1- The food takes on average 14 minutes to be served.

Desired outcome

1- The food should be served within 11 minutes of ordering.

The gap

1- Three minutes.

Actions / requirements

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