

Gearing You For Growth

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Process Improvement With Gap Analysis

Course Overview

Charles Kettering, an inventor for General Motors, once said, "A problem well-stated is half-solved." The gap analysis tool can help you define problems and identify areas for process improvement in clear, specific, achievable terms. It can also help you define where you want to go and how you are going to get there.

This one-day course will give you the skills that you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.

Course Objectives

This one-day workshop will help teach delegates how to:

- Define the term "gap analysis".
- Identify different types of gap analyses.
- Perform all stages of the gap analysis process.
- Create a gap analysis report.

Prerequisite

There are no prerequisites.

Target

Any person responsible for improving how a business is run or tasked with performing gap analysis within the business.

Duration

- 1 Day



Course Outline

What is Gap Analysis?

Understanding what Gap Analysis is helps you make the most of it for your organization. This session gives delegates a definition and a look at the basic processes of gap analysis. It continues with a look at a few customized types of gap analysis for certain situations.

The Gap Analysis Process

Gap analysis, at first look, appears to be a very simple process. A closer examination reveals certain specific steps that delegates need to know to ensure a successful gap analysis. This session looks at those steps in depth and provides a template for recording information. A simple gap analysis for a fictional company is provided as an exercise.

Supporting Tools

Having a complete toolkit can make your gap analysis more effective and efficient. This session gives learners a chance to consider other tools they can make use of, including the five whys, fishbone diagrams, and SWOT analysis. Delegates will get to practice with these tools during the session.

Creating a Gap Analysis Report

A gap analysis report provides the means to gather and present your findings from a gap analysis. This session shows delegates the essential elements of a gap analysis report along with some extra elements they may want to include if the situation dictates.