

Business Process Gap Analysis

Business Gap Analysis starts with a long Term Business Vision. Leadership Teams align initiatives keeping in mind the business strategic objectives. In order to align your initiatives, you first assess the current state of things by various methods such as conducting a PESTLE analysis, Balanced Score Card analysis, SWOT analysis and of course Voice of Process (by engaging with different teams from the organisation).

According to your envisioned future desired state you identify gaps using the [Gap analysis template](#) below

Area of Focus (Problem Area)					
	Current State	Future State	Gap	Improvement	Action Plan
What	What is the problem statement?	What it should be?	What is the difference?	Ideation / brainstorming / workshops for change management	What will be done to close the Gap?
Where	Where is the actual issue occurring?	Where to implement the changes?	Where all will the difference be impacted?		All activities are affected at different stages
When	When does it occur?	Timeline when the change will occur?	When is the different state needed in order of priority?		Timelines for different changes
Who	Who all are involved?	Who all will be involved?	Who will be the responsible people for Gap identification?		Who are the responsible authorities for sign off on completion and for actioning?
How	How is the flow?	How will the flow look like?	How can the gap be improved?		How will this be rolled out?