

Gap Analysis
&
Readiness Survey
Quality System Assessments

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GAP ANALYSIS

PURPOSE

To establish the baseline status of an organization compared to the requirements of the relevant standard .

PROCESS

By interview, review of documentation and observation of activities perform an 'audit' of current operations, documentation, controls and personnel.

Analyze findings and compare and contrast to the relevant Standard.

PRODUCT

Written report defining what exists and what is needed (the 'gap'), the potential resource and time demands needed to succeed and a sample project plan for complete accelerated implementation.

The Gap Analysis report:

A written report will be presented at the close of the Gap Analysis process.

Current Status

Management summary of Key Findings.

Potential benefits to Registration.

Description of those operations and or documents currently compliant to the requirements.

Rating score (on a scale of 0 - 10) of current operations for each element of the Standard.

Project Organization

Recommended structure for leading and driving a successful implementation project.

Roles and responsibilities for project team members defined.

Communication / progress reporting mechanisms.

Action Plan

Listing of recommended Procedures needed for compliance.

Set of Action Steps with planning chart for a complete Implementation Project.

Monitors and measures of progress.

Resources

Assessment of resources, both technical and personnel.

Estimate of work demand loads for each Project Group member across the life of the project.

Required organizational and project skills needed to ensure success.

Suggested support systems (computing) and team requirements (work rooms) to ensure success.

Training

Listing of those training events needed to successfully launch and sustain progress.

Getting Started

Detailed listing of initial steps needed to successfully launch a project.

Planning Guidelines:

The Gap Analysis process is designed to capture essential information and feed this back to management before the auditors leave. The report will be presented in a completed, printed, bound report.

Two principal areas are to be assessed and reported upon:

1. Status against ISO 9000 relevant standard;

2. Organizational readiness for such a project:

1. *Status against the standard*

This will be a "system" level assessment of current policies, principles and practices against each of the elements of the standard.

The auditors will look for and report on

Current good practices

Required practices not in place

Suggested policies or procedures required to comply.

Grading of current status for each element on a 1 to 10 scale.

2. *Organizational readiness:*

This will be a project / quality skill assessment to understand what history and experience exists for leading plant wide quality projects in the organization;

Project management (leadership, communication and planning)

Facilitation / training skills

Team building

Problem solving / quality analysis tools.

Systems support (Project planning, word processing, interfacing)

Also in this sector we shall want to know of any other projects or events planned to run at the same time as ISO 9000 implementation that may compete, conflict with or support the demands for resources and management attention.

Requirements for Success in Conducting a Gap Analysis:

- a) Familiarization / orientation pre-visit to the unit / facility.
- b) Sight of any existing high level documents, procedures, Quality Manual, organization charts, etc.
- c) Planned, prepared access to the unit/facility and personnel for the purpose of conducting the gap assessment on the basis of approximately 1.5 to 2 days for all elements of ISO 9001.
- d) Scheduled time with the senior management team at the unit sponsoring ISO 9000 achievement.
- e) A 2-hour verbal presentation to involved groups on the findings in the written report presented at the close of the gap analysis.