

Gap Analysis Process (GAP™)

About GAP™

1. What Is It?

GAP™ is one of the tools in the *MTS System*, part of its Design & Planning phase although it is often done at the beginning of the Training phase.

2. What Is It For?

It is a process for assessing gaps in people's performance in order to develop appropriate interventions.

3. What Does It Do?

GAP™ objectively measures actual abilities and/or knowledge and compares them to best practice standards.

4. What Does It Consist Of?

GAP™ consists of a *Planning* step, an *Assessing* step, an *Analysis* step and an *Intervention Design* step. This approach parallels the management cycle of Plan-Do-Check-Act.

5. How Does It Work?

The *Planning* step involves scoping the processes or equipment that the people to be assessed are involved with (operations or maintenance). This is done to customize the assessment to the situation.

The *Assessing* step is the actual evaluation of the competencies of the assessed (skills and or knowledge). This can be done via face-to-face interviews, written test, computer based test, web based test or practical demonstration.

The results of the assessment are analyzed for patterns (*Analysis* step) and form the basis for specific recommendations.

The *Intervention Design* step is often training, but could also be coaching, practice or some other type. The size and nature of the gap determine the type of intervention needed.

